

## 201400649 - City Clerk

### Contact Information -- Person ID: 8506017

|                   |                         |                          |  |
|-------------------|-------------------------|--------------------------|--|
| Name:             | Heidi J. N. Leatherwood | Address:                 | 3400 Woodcock Street<br>Building Q-5<br>Berthoud, Colorado 80513<br>US |
| Home Phone:       | (970) 690-5549          | Alternate Phone:         | 303 441-3019   |
| Email:            | racinggypsy13@gmail.com | Notification Preference: | Email  |
| Former Last Name: |                         | Month and Day of Birth:  | 06/07  |

### Personal Information

|   |                         |
|---|-------------------------|
| Driver's License:   | Yes, Colorado , Class R |
| Can you, after employment, submit proof of your legal right to work in the United States? | Yes                     |
| What is your highest level of education?  | Master's Degree         |

### Preferences

|                                     |  |
|-------------------------------------|--|
| Minimum Compensation:               | \$50.00 per hour; \$98,000.00 per year   |
| Are you willing to relocate?        | Yes<br>I am actively looking to relocate to Southern Florida within the next year. |
| Types of positions you will accept: | Regular  |
| Types of work you will accept:      | Full Time  |
| Types of shifts you will accept:    | Day  |

### Objective

To build relationships and implement processes that are integral to create the best Clerk's Office in the state.

### Education

#### Professional

*Colorado Municipal Clerk's Association- Institute; at CU Boulder and Regis University*  
7/2013 - 7/2015  
Boulder, Colorado

Did you graduate: No  
College Major/Minor: City Clerk  
Units Completed: 119 Quarter  
Degree Received: Certification

#### Graduate School

*Colorado Christian University*  
8/2005 - 12/2009  
Loveland, Colorado

Did you graduate: Yes  
College Major/Minor: Curriculum and Instructional Design  
Units Completed: 31 Semester  
Degree Received: Master's

#### College

*Colorado Christian University*  
8/1999 - 5/2002  
Ft Collins, Colorado

Did you graduate: Yes  
College Major/Minor: Organizational Mgmt  
Units Completed: 128 Semester  
Degree Received: Bachelor's

### Work Experience

#### Deputy City Clerk

4/2015 - Present

City of Boulder/ City Clerk's Office  
www.bouldercolorado.gov  
1777 Broadway

Hours worked per week: 50  
Monthly Salary: \$5,400.00  
# of Employees Supervised: 1  
Name of Supervisor: Lynnette Beck - City Clerk  
May we contact this employer? Yes

Boulder, Colorado 80302  
303-441-3019

**Duties**

Support Council with scheduling, creating agendas, facilitating meetings and supporting the work plan.

Support the Clerk's Office to meet the daily demands of statutory mandates and regulations including ordinances, resolutions, and motions, publications and other processes to serve the public and municipality.

Support the City Clerk with elections, Boards & Commissions, Sister City Relationships, Council functions, and manage daily tasks in her absence.

Partner with other departments and staff to create an environment effectively able to produce accurate and consistent services to meet the demands of a thriving city.

Direct supervision for one member of the clerk's team.

Team lead for 20 persons across all departments that provide agenda items to council weekly.

**Reason for Leaving**

I get to work directly with the public, department staff and city council. It is a fantastic blend of policy, implementation of legislation, process to the public, transparency, legal requirements and relationship building. I now want to relocate and enjoy what Southern Florida offers to its residents and contribute my skills to the community.

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**Administrative Technician and Agenda Manager**

3/2013 - 4/2015

City of Loveland, Clerks Office  
www.cityofloveland.org  
500 E 3rd Street Suite 230  
Loveland, Colorado 80537  
970 962-2717

Hours worked per week: 40

Monthly Salary: \$3,500.00

# of Employees Supervised: 0

Name of Supervisor: Terry Andrews - City Clerk

May we contact this employer? Yes

**Duties**

In charge of Agenda Management for City Council. Work daily with the City Manager, City Attorney, Council, Mayor, and all Department Directors on items going before Council.

Edit all items and documents to create complete electronic packets posted to the website and sent out to Council prior to the meetings. Other tasks in the Clerk's Office include: Business Licensing, Municipal Elections and Special Elections, Record Management and retention, Local Liquor Licensing, customer service and administrative matters.

**Reason for Leaving**

I was interested in professional growth opportunities and was offered the Deputy City Clerk position at the City of Boulder.

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**Admin Specialist II**

10/2012 - 3/2013

City of Boulder; Planning and Development Services  
1739 Broadway 3rd Floor  
Boulder, Colorado 80306  
(970) 441-1880

Hours worked per week: 40

Monthly Salary: \$2,500.00

# of Employees Supervised: 0

Name of Supervisor: Karlin Goggin - Admin Supervisor

May we contact this employer? Yes

**Duties**

Managed the front desk and answered phones for this high traffic office. Processed multiple transactions, completed requests, provided customer service, processed permits and permit applications, entered specific data, filed records, scheduled meetings and rooms, ordered

supplies, purchased equipment for employees, processed mail, assisted with contractor licensing, helped with events, and created a pleasant environment for customer and employee.

#### **Reason for Leaving**

I am established as a contributing member of the team, but an opportunity opened up to further my career in government at the Clerk's Office at the City of Loveland.

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#### **Merchant Services Admin Asst**

8/2011 - 10/2012

Home State Bank  
homestatebank.com  
300 E 29th Street  
Loveland, Colorado 80538  
(970) 203-6100

Hours worked per week: 40  
Monthly Salary: \$2,200.00  
# of Employees Supervised: 0  
Name of Supervisor: Heidi Hronek -  
Merchant Service Admin  
May we contact this employer? Yes

#### **Duties**

Worked with Credit Card Processing company to handle customer inquiries and problems.  
Programmed multiple and diverse Credit Card Terminals for customer use as rentals as well as permanent devices for retail establishments  
Entered data for Merchant Services Applications and visited with business owners to evaluate processing options and set-up service  
Handled customers by answering calls and trouble shooting in person, at events, or their place of business  
Worked with Bank products and services to assist customers with Home State Bank  
Filed, faxed, emailed, recorded and balanced inventory, ordered supplies, programmed, and compiled data entry and reports

#### **Reason for Leaving**

Looking for continued growth in my professional and personal skills. Doing very well at this current position. Building great relationships with good work reviews.

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#### **Associate**

6/2011 - 8/2011

Loaf N Jug Store #12  
67 Gateway Circle  
Berthoud, Colorado 80513  
970 532 2154

Hours worked per week: 32  
Monthly Salary: \$1,500.00  
# of Employees Supervised: 0  
Name of Supervisor: Roberto Huerta -  
Manager  
May we contact this employer? Yes

#### **Duties**

Worked in a very busy and fast paced environment. Duties included cashiering, stocking, customer service, cleaning, pricing, and documentation. Transactions included Cash, Credit, EBT, Lottery, Tobacco/Alcohol, and Petroleum in accordance with state and federal regulations.  
Worked with peers across shifts to provide congruent service and store function and appearance.  
Store was rated #1 in the USA for cleanliness while under this manager.

#### **Reason for Leaving**

Opportunity opened up in an administrative role at Home State Bank.

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#### **Owner/Operator/Manager**

7/2007 - 6/2011

My Kids Candles, LLC  
4018 Independence Dr  
Loveland, Colorado 80538  
(970) 690-5549

Hours worked per week: 40  
Monthly Salary: \$1,500.00  
# of Employees Supervised: 4  
Name of Supervisor: Heidi Leatherwood -  
Owner/Manager/Operator  
May we contact this employer? Yes

#### **Duties**

Researched and developed a quality container candle product with superior traits: low burn wax temperature, high scent-throw, clean burn, lead free wick, even burn across container, and self

extinguishing design. Instructed team on assembly line manufacturing process and quality control checks. Managed all accounts, clerical duties, customer service, orders, inventory, raw materials, documentation, records, design, events, and logistics. Team marketing included home-based parties, community events, online ordering and web presence with a local web company. Also includes custom order and design for salons and specialty customers.

#### **Reason for Leaving**

Achieved desired goal of creating a high quality product while teaching business skills to young entrepreneurs who participated in the process. This business grew from start up and had a busy online presence, party based presence, fund raising model, local event and customer based approach. Research and Development of the gourmet product proved very successful and customers loved the qualities of the container candles, hand cream and goat's milk soap. Needed more capital to continue growth for the next level.

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#### **Professional Lead Photographer- Seasonal/Part time**

8/2009 - 6/2011

Herff Jones/Life Touch Photography  
unkn

Denver, Colorado  
970 744-9161

Hours worked per week: 20

Monthly Salary: \$1,000.00

# of Employees Supervised: 1

Name of Supervisor: Carla Kaplan-Gomez -  
Territory Manager

May we contact this employer? Yes

#### **Duties**

Traveled to schools to photograph students, staff, and class groups. Included set up/tear down of equipment. Handled monetary transactions, ordering, customer service and process concerns. Worked with other photographers to provide superior service.

#### **Reason for Leaving**

wanted/needed more hours for my family

#### **Certificates and Licenses**

Type: Franklin Covey Facilitator Certificate

Number:

Issued by:

Date Issued: 6 /2009    Date Expires: 5 /2011

#### **Skills**

Office Skills

Typing:     50

Data Entry: 0

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Other Skills

Computer : Microsoft Operating systems

Intermediate - 15 years and 0 months

#### **Additional Information**

Additional Information

Received over \$40,000 in scholarships for college and college programs

Recipient of Academic Distinguished Achievement Award, CCU, 2002

Colorado Municipal Clerk's Association training and member since 2015. Applying for certification.

International Institute of Municipal Clerks member since 2015.

American Association of Notaries Member

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Volunteer Experience

City of Loveland Parks and Recreation  
Youth Soccer Coach for over 6 years.  
Coached ages K-6th graders.

Patient Advisory Board- Banner Health ; 2014 -2015  
2014 City of Loveland Annual Picnic Committee, 2014  
Peer Review Committee for Priority Based Budgeting; 2014  
Employee Evaluation Focus Group, 2015  
Camaro Club of the Rockies; 2014 to present  
CMCA Education Committee Member 2018

Technical

Notary for the State of Colorado

#### References

Professional

**Kaplan-Gomez, Carla**

Director at Mi Casa (non profit agency)/ former  
Manager at Life Touch Photography  
959 Winona Circle  
Loveland, Colorado 80537  
(970) 744-9161  
[cjkaplangomez@gmail.com](mailto:cjkaplangomez@gmail.com)

Professional

**Beck, Lynnette**

City Clerk, City of Boulder  
1777 Broadway  
Boulder, Colorado 80302  
303 441 3013  
[beckl@bouldercolorado.gov](mailto:beckl@bouldercolorado.gov)

Professional

**Grant, Alexandra**

City Clerk of West Park  
1965 South State Road 7  
West Park, Florida 33023  
954.989.2688 ext 205  
[agrant@cityofwestpark.org](mailto:agrant@cityofwestpark.org)

#### Resume

##### Text Resume

#### Attachments

| Attachment                    | File Name                     | File Type    | Created By |
|-------------------------------|-------------------------------|--------------|------------|
| Heidi Resume August 2018.docx | Heidi Resume August 2018.docx | Resume       | Job Seeker |
| CC for North Port1.docx       | CC for North Port1.docx       | Cover Letter | Job Seeker |
| Certs for North Port.pdf      | Certs for North Port.pdf      | Other        | Job Seeker |

#### Agency-Wide Questions

1. Q: Have you ever worked for the City of North Port?

A: No

2. Q: Where did you hear about this opportunity?

A: Other

**3. Q:** Have you ever been convicted or plead "no contest" to a crime? A "yes" answer to these questions will not necessarily bar you from employment. Each case will be judged on its own merit, with respect to time, circumstances, and seriousness as it may relate to the position for which you are applying.

A: No

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**4. Q:** If yes, provide the following details: date, charge(s), and probation status.

A:

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**5. Q:** Do you have any relatives currently working for the City of North Port?

A: No

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**6. Q:** If yes, list name, department and relationship to you.

A:

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**7. Q:** Check the appropriate block if you are claiming veterans' preference. Documentation substantiating your claim must be furnished at the time of application. Note: Under Florida law, veterans' preference in employment is not uniformly applicable to all positions in the police department, therefore, further information may be obtained from the Division of Veterans Affairs, P.O. Box 1437, St. Petersburg, Florida 33731.

A: Not Applicable: Not a veteran

**Heidi J. N. Leatherwood**

3400 Woodcock Street ; Q-5 • Berthoud, Colorado 80513

(970) 690-5549 • [racinggypsy13@gmail.com](mailto:racinggypsy13@gmail.com)

August 3, 2018

Human Resources Director  
Human Resources  
City Hall, Second Floor  
4970 City Hall Boulevard  
North Port, Florida 34286

Dear Human Resources Director,

Please consider my application for the City Clerk position.

Currently, I am the Deputy City Clerk for the City of Boulder. I get up every day with energy and hope to fulfill my personal mission statement, support Council, facilitate the City of Boulder, and be a liaison between the public and legislative processes.

Over the past 5 years I have worked in the City of Loveland and the City of Boulder Clerk's Office. The City Clerk is a highly specialized position, and it is very important to have the right person that can motivate a team, be courageous and bold in matters of law while maintaining a friendly and competent relationship with all customers. I have worked several complex elections, am currently the Sister Cities Staff Liaison for eight international city groups and manage the boards and commission recruitment process for over 23 boards.

My specialty is partnering with customers, empowering them to find solutions, while making them feel valued. I build strong working relationships that help the organization be effective. I can work in ambiguous situations, and I am committed to achieving solution-based results.

I thrive in an evolving environment and team atmosphere. This position is technical in some aspects, but highly visible and social in nature. I understand the delicate component of working with the public, staff and council in controversial matters and will offer my very best daily as a positive and competent representative of the City of North Port.

Please let me know if you have any questions regarding my experience, employment or other.

Thank you for your consideration,

Sincerely,  
Heidi J. N. Leatherwood



## Heidi J. N. Leatherwood

3400 Woodcock Street, Building Q-5 • Berthoud, Colorado 80513  
(970) 690-5549 • [racinggypsy13@gmail.com](mailto:racinggypsy13@gmail.com)

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Colorado Christian University

**Master of Arts;** Curriculum and Instructional Design

**Bachelor of Science;** Organizational Management (and Human Resources) with credits from:

University of Colorado at Boulder, Engineering; 2.5 years

Kansas State University, Mechanical Engineering; 1 year

International Study Abroad, Baguio City, Philippines; 1 year

### **City of Boulder; City Clerk's Office**

#### **Deputy City Clerk (April 2015 to present)**

- Administer support to a 9-member council including joint board events, business meetings, elections, campaign finance, candidate petitions, delegation meetings, agenda packets, and technical support.
- Operate the Annual Board and Commission Recruitment process to fill all vacancies of 23 city boards, to include posting applications, review of all applications submitted, interviewing, and setting up the action to appoint new members. Collaborate with board secretaries, staff liaisons and assigned attorneys for new members orientation.
- Participate as the Sister Cities Staff Liaison for all the (8) Sister City Chapters which includes: Dushanbe, Tajikistan; Lhasa, Tibet; Mante, Mexico; Yateras, Cuba; Nablus, Palenstinian Territories; Yamagata, Japan; Kisumu, Kenya; Jalapa, Nicaragua. Facilitate the process of bringing on new chapters; 2 potential cities; Kathmandu, Nepal and Ramat HaNegev, Israel.
- Coordinate with the county for regular elections, to include citizen initiated petitions, candidate petitions, ballot certification, voter verification, participation in the logic and accuracy testing of Boulder County Elections Office.
- Function as the Agenda Manager for all final and preliminary packets distributed to council, staff and the public using. Lead a 16-member group to prepare department items for the agenda.
- Acknowledge and authenticate Domestic Partner Relationships (DPR) and documentation.
- Partner with departments to include the City Manager's Office, City Attorney's Office, Central Records, Planning Department and others to communicate with council and carry out approved legislation.
- Act in the place of the City Clerk in her absence with all supervisor and authoritative duties.

### **City of Loveland; City Clerk's Office**

#### **Administrative Technician – Agenda Manager (March 2013 – April 2015)**

- Agenda Management - Prepare and format all items that appear before City Council, interact with all department directors to finalize documentation, work directly with City Manager for accuracy and efficiency of the council agenda packet and meetings, publish to website, newspaper and bulletin board as required.
- Open Records - Facilitate requests, administer business licenses, notarize documents, Record and process weed liens, file and archive permanent records, customer service.
- Elections Official - Facilitate Regular and Special Elections, implement special election for citizen ballot measure that included 50,000 mail ballots, hire judges, process voter registration with the county, process ballots, certify the election, check voter information on ballots with the county voter information, reconcile and archive according to regulations.

### **City of Boulder; Planning and Development Service Center**

#### **Administrative Specialist II (October 2012-March 2013)**

- Front desk duties: processing of permits, cashiering, ordering supplies, record keeping, scheduling, mail, opening office, customer service, working with planners, assisting other



- employees, contractor licensing, rental licensing, SMART Regulations, website referencing/help, and managing expectation of customers in lobby
- Phone duties include answering general questions and basic permitting/licensing processes, records, funneling calls to appropriate departments, website help for the customer, faxing, credit card information, assisting front desk, stocking wall, ordering, billing, mail, supplies, and reorganization

### **Home State Bank**

#### **Merchant Services Administrative Assistant (August 2011-October 2012)**

- Handle incoming calls from merchants regarding credit card transactions, personal checking, credit card terminals, administrative issues, supply orders and fulfillment and general customer service.
- Program machines per merchant specifications, run test transactions, input customer data, work daily with customers with transactions, phone calls, customer interactions and any other duties necessary to accomplish tasks of the growing and busy department.

### **Loaf N Jug**

#### **Sales Clerk (June 2011 – August 2011)**

- Handle cash, credit, EBT, Western Union, state lottery, tobacco/alcohol, vendor, petroleum transactions in accordance with laws and regulations set by state and federal standards.
- Work with associates to keep store clean, stocked, organized, and a pleasant environment
- Implement process improvement plan for shift change duties.

### **Life Touch National Studios/ Herff Jones Photography**

#### **Professional Photographer (2009- 2011)**

- Photograph students/staff for contracted elementary, middle schools, and high schools individual portraits, class groups, staff badges, proms, sports, weddings, and special events.
- Set up, tear down, management of all hardware and software plus monetary transaction.

### **My Kids' Candles & Soaps, LLC.**

#### **Owner and Manager (2007- 2011)**

Company focus: Educational Response and Solution for the Young Entrepreneur

- Researcher/Developer of complete product line, processes, and facility for manufacturing on small budget.
- Leader for sales in multiple business models including, retail/wholesale, party plan, vendor/event, web-based, and home-based business.
- Manager of marketing, design, inventory, documentation, accounting, and logistics.

### **3M Engineering**

#### **Engineering Intern**

- Designed/Built Mechanical Testing Device for Professional Audio/Video Department.
- Performed diagnostic testing on the Sony cassette new product line, presented findings.

### **Other employment and trainings**

Arthur Green Law Firm - Secretary for (3) attorneys

Gross Insurance Agency- Agent and Administrative Assistant

Primerica Financial Services - Sales Agent

Restaurant and retail in Longmont and Boulder areas

City of Loveland Parks and Recreation Soccer Coach (2006-2011)

Certified Franklin Covey trainer (2009-2010)

Member of Colorado Municipal Clerk's Association (2013-current)

Member of International Institute of Municipal Clerks (2013- current)

Attended IIMC 2017 in Montreal, Canada

Nitro Knockout Member- Women's Drag Racing Team (2014-current)

Camaro Club of the Rockies Member (2014-current)

LEAD Participant in Weldon Cooper Center for Public Service through the University of Virginia, 2018

Supervisor Development Program- (8-month program), Graduating in August 2018

Communication Skills Training Class

Service Excellence: Customer Service Training; February 2018

# Diploma of Graduation

Upon the Recommendation of  
the Faculty and by virtue of the authority vested in them,  
the Board of Trustees of the University has conferred upon

Heidi Jo Ann Nighthawk Leatherwood

the degree of

Bachelor of Science

in

Organizational Management

With all its rights, honors, and privileges.

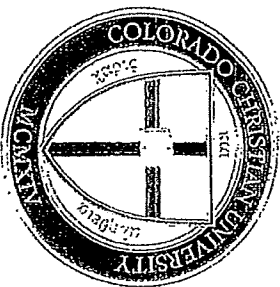
In witness whereof the seal of the University and the signature  
of the proper officers are hereto affixed.

Given this twenty-fourth day of August in the Year of Our Lord, two thousand two.

Heidi Leatherwood

Gay E. Mount  
President

Robert Zuer  
Vice President for Academic Affairs



Don M. Howell  
Chairman, Board of Trustees

# Colorado Christian University

Upon the Recommendation of  
the Faculty and by virtue of the authority vested in them,  
the Board of Trustees of the University has conferred upon

Heidi J. N. Leatherwood

the degree of

Master of Arts  
in

Curriculum and Instruction

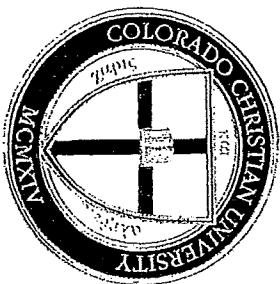
With all the rights, honors, and privileges.

In witness whereof the seal of the University and the signature  
of the proper officers are hereto affixed.

Given this nineteenth day of December in the Year of Our Lord, two thousand nine.

Heidi Leatherwood

Ad Oenning  
President



Wileen D. White  
Secretary, Board of Trustees

# Colorado Christian University

## Distinguished Achievement Award


presented on May 11, 2002 to

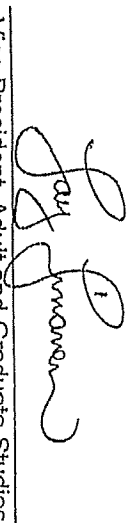
Heidi Leatherwood

in recognition of outstanding academic achievement in

Organizational Management



  
President, Colorado Christian University

  
Vice President, Adult and Graduate Studies

Heidi Leatherwood

# Colorado Municipal Clerks Institute

at the  
University of Colorado Boulder

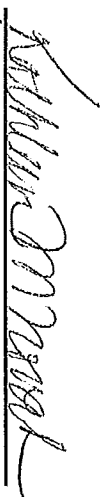
*This is to certify that*

*Heidi Leatherwood*

has attended the

Colorado Institute for Municipal Clerks

July 7-12, 2013

  
Institute Director

*July 12, 2013*

Date

\*transcript must be attached to submit to IMC for certification

# Colorado Municipal Clerks Institute

at the  
University of Colorado Boulder

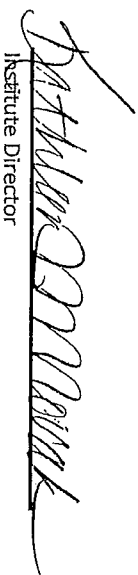
*This is to certify that*

*Heidi Leatherwood*

has attended the

Colorado Institute for Municipal Clerks

July 6-11, 2014

  
Institute Director

*July 11, 2014*

Date

\*transcript must be attached to submit to IIMC for certification



## CMCA Education Transcript

### Transcript for Heidi Leatherwood

| <i>Category:</i> | <i>Type:</i>          | <i>Class:</i>  | <i>Date:</i> | <i>Hours</i> |
|------------------|-----------------------|--|--------------|--------------|
| Institute        | Social                | Coaching and Mentoring                                     | 07/07/2013   | 2.00         |
| Academy          | Public Administration | Public Information, The Media, and the City Clerk          | 07/08/2013   | 2.00         |
| Institute        | Electives             | Leadership at the Movies - The Kings Speech                | 07/08/2013   | 2.50         |
| Institute        | Public Administration | Introduction to Public Administration                      | 07/08/2013   | 2.00         |
| Institute        | Public Administration | Risk Management  | 07/08/2013   | 2.00         |
| Institute        | Social                | Diversity  | 07/08/2013   | 2.00         |
| Institute        | Electives             | Basic Elections  | 07/09/2013   | 6.00         |
| Institute        | Public Administration | Records 1  | 07/09/2013   | 2.00         |
| Academy          | Electives             | Mental Floss: Communication, Innovation and Cooperation    | 07/10/2013   | 2.00         |
| Academy          | Social                | The Inner and Outer Leadership Journey - Schackleton's V   | 07/10/2013   | 4.00         |
| Institute        | Public Administration | Other Duties as Assigned: Cemeteries, Courts and More!     | 07/10/2013   | 2.00         |
| Institute        | Public Administration | Working with your Attorney                                 | 07/10/2013   | 2.00         |
| Academy          | Public Administration | Marijuana  | 07/11/2013   | 2.00         |
| Institute        | Public Administration | Liquor 1   | 07/11/2013   | 2.00         |
| Institute        | Public Administration | Liquor Roundtable  | 07/11/2013   | 1.50         |
| Institute        | Social                | Presentation Skills  | 07/11/2013   | 2.50         |
| Institute        | Public Administration | Current Issues Roundtable                                  | 07/12/2013   | 1.00         |
| Institute        | Social                | Presentataion Skills Practicum                             | 07/12/2013   | 2.00         |
| Institute        | Social                | Master Your World: Leadership Strategies for Municipal Cle | 07/06/2014   | 2.00         |
| Institute        | Electives             | Community Influence on Government                          | 07/07/2014   | 2.00         |
| Institute        | Social                | Leadership at the Movies : Iron Jawed Angels               | 07/07/2014   | 3.50         |
| Institute        | Social                | The Change Game  | 07/07/2014   | 2.00         |
| Institute        | Social                | The Clerk as Manager: Panel                                | 07/07/2014   | 2.00         |
| Institute        | Social                | Understanding Self and Others: Personality Inventory – Ph  | 07/07/2014   | 4.00         |
| Institute        | Public Administration | Everything you need to know about Liquor in Colorado!      | 07/08/2014   | 6.00         |
| Institute        | Public Administration | Understanding Legal Documents, Terms, and the CRS          | 07/08/2014   | 2.00         |
| Institute        | Electives             | The Futures Game   | 07/09/2014   | 2.00         |
| Institute        | Public Administration | CML Update: Legislative, liquor, elections. marijuana      | 07/09/2014   | 1.00         |
| Institute        | Social                | 5 Powers of Public Leadership                              | 07/09/2014   | 3.00         |
| Institute        | Social                | Emotional Intelligence                                     | 07/09/2014   | 4.00         |
| Institute        | Electives             | Time Management for Managers: Focus on Purpose             | 07/10/2014   | 2.00         |
| Institute        | Social                | Bridging the Generations Gap at Work                       | 07/10/2014   | 2.00         |
| Institute        | Social                | Leadership in the Information Age                          | 07/10/2014   | 2.00         |
| Institute        | Public Administration | Hot Topics Off the Listserve                               | 07/11/2014   | 2.00         |

## CMCA Education Transcript

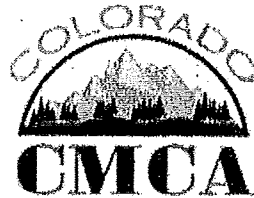
Total Hours:

83.00

*Kathleen M. Novak*



University of Colorado  
Boulder | Colorado Springs | Denver | Anschutz Medical Campus



Colorado Municipal  
Clerks Association



FranklinCovey.

## CERTIFICATE of COMPLETION

This confirms

**Heidi Leatherwood**

is a facilitator of

***Leading at the Speed of Trust***

Issued June 19, 2009

Stephen R. Covey, Vice-Chairman

Facilitator



FranklinCovey has been reviewed and approved as an Authorized Provider of continuing education and training programs by the International Association for Continuing Education and Training.



FranklinCovey.

# Colorado Municipal Clerks Association

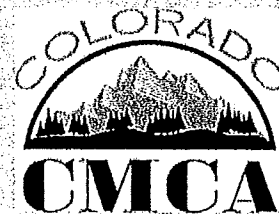
Certifies that all of the benefits of  
**Affiliate Membership 2013**  
Have been bestowed upon

**Heidi Leatherwood**

---

Wendy Heffner

*2013 CMCA President*



# International Institute of Municipal Clerks

Certifies that All of the Benefits of

*Active Membership*

have been bestowed upon

*Heidi Leatherwood*

*April 2013*

For exercising leadership in establishing  
the professional precepts of this Organization:

Interest in progressive responsible Municipal Government

Involvement in public administration in Municipal Government

Moral dedication to the highest standards of ethics in Municipal Government

Commitment to professional development in the field of Municipal Government



Founded 1947

*Brook M. Cuth*

IIMC President



# INTERNATIONAL INSTITUTE OF MUNICIPAL CLERKS

Professional, Personal

## Code of Ethics

Believing in freedom throughout the World, allowing increased cooperation between public officials and other nationally and internationally, I

*Heidi Leatherwood*

do hereby subscribe to the following principles and ethics which I affirm will govern my personal conduct as a member of IIMC:

To uphold constitutional government and the laws of my community;  
To so conduct my public and private life as to be an example to my fellow citizens;

To impart to my profession those standards of quality and integrity that the conduct of the affairs of my office shall be above reproach and to merit public confidence in our community;

To be ever mindful of my neutrality and impartiality, rendering equal service to all and to extend the same treatment I wish to receive myself;

To record that which is true and preserve that which is entrusted to me as if it were my own; and

To strive constantly to improve the administration of the affairs of my office consistent with applicable laws and through sound management practices to produce continued progress and so fulfill my responsibilities to my community and others.

*I These things I, as a member of IIMC do pledge to do in the interest and purposes for which our government has been established.*

Attest:

This certificate granted by the authority of the International Institute of Municipal Clerks.

IIMC Executive Director

(member signature)

IIMC President



Special Election  
City of Loveland  
June 24, 2014

Certificate of Appointment and Acceptance of Election Judges

THIS IS TO CERTIFY That the following have been appointed by the City Clerk of Loveland to serve as Election Judges in the June 24, 2014 Special Election in the City of Loveland, Colorado:

| Name                   | Address                              | Precinct   |
|------------------------|--------------------------------------|------------|
| Teresa G. Andrews      | 1048 Francis St., Longmont, CO 80501 | 4171107628 |
| Jeannie Weaver         | 845 Gardenia Dr., Loveland, CO 80537 | 2155135534 |
| Mary Skipworth         | 814 Essex Dr., Loveland, CO 80538    | 2155135507 |
| Heidi Leatherwood      | 3596 Bianca Ct., Loveland, CO 80537  | 4234962229 |
| Kirsten Gjælde-Bennett | 3326 S. Co Rd 29, Loveland, CO 80537 | 2155135538 |

Also to Certify that the appointment of all of the above has been made in all respects in accordance with the provision of the Colorado Municipal Election Code. C.R.S. 31-10-401.

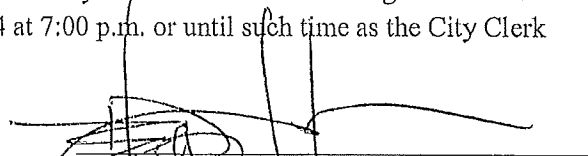
In Witness Whereof, I, Teresa G. Andrews, City Clerk of the City of Loveland, in the State of Colorado, have hereunto set my hand and official seal, this 12<sup>th</sup> day of May, 2014.



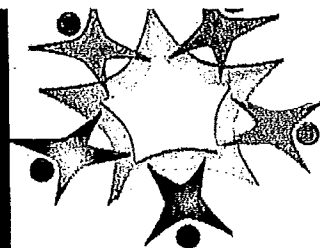
  
Teresa G. Andrews, City Clerk

All of the Staff listed above will serve as Judges of Election and are requested to be present June 9, 2014 at City Hall, 500 E. 3<sup>rd</sup> Street Ste. 230, City of Loveland, CO. Staff serving as Judges of Election will be available from June 3, 2014 8:00 a.m. to June 24, 2014 9:00 p.m. or at such time, when the election process has been completed and the City Clerk has released the Election Judges for the June 24, 2014 Special Election. Election Judges will be required to take an oath of office prior to the commencement of the election process. Election Judges have been verified as registered to vote in the State of Colorado and at least 18 years of age, per C.R.S. 31-10-401.

I, Heidi Leatherwood, state that I am a registered elector in the State of Colorado and am over 18 years of age. I hereby accept the appointment of Election Judge for the June 24, 2014 Special Mail Ballot Election and will be present on June 9, 2014 at 9:00 a.m. at the City Clerk's Office for training and will be available from June 3, 2014 through June 24, 2014 at 7:00 p.m. or until such time as the City Clerk releases me from my election responsibility.

  
Signature of Staff/Election Judge

# 2014 EMPLOYEE RECOGNITION PROGRAM



The Employee Recognition Program is designed to give employees the opportunity to recognize and reward co-workers for performance and customer service that is above and beyond traditional work expectations. Anyone can participate! Crossing division and department lines is strongly encouraged.

*Do you know a co-worker who has...*

- ❖ *Demonstrated exemplary customer service?*
- ❖ *Positively impacted City operations by developing or suggesting a new and/or improved program or process?*
- ❖ *Displayed significant extra efforts on a special project or special assignment beyond their job scope?*
- *Recommended awards: \$20, \$30 or 2 hours time off with supervisor's approval.*

## *Employee Nomination*

|   |   |
|---|---|
| <i>DATE: 8-28-14</i>                        | <i>RECOMMENDED AWARD: \$30</i>              |
| <i>Employee Name: Heidi Leatherwood</i>     | <i>Dept/Div: City Clerks</i>                |
| <i>Employee's Supervisor: Terry Andrews</i> |   |
| <i>Nominated by: Ken</i>                    | <i>Dept/Div: PW - Facilities Management</i> |

*Reason for Nomination: Each and every time I work on a packet for City Council, Heidi is extremely helpful. She does all she can to make things go smoothly and is very flexible. I know the deadlines that exist in her role, and the high profile nature of Council meetings, yet she never exhibits anything but friendliness and support. I'd like to see her rewarded for the value she adds to our City and its internal processes. Thanks!*

## *To redeem City Bucks awards:*

Bring the certificate in person to HR to exchange for your choice of available gift cards. Please be prepared to show City or other photo ID.

*Award certificates must be redeemed prior to expiration date.*

*Questions? Contact Francesca Petrie in Human Resources: 962-2377 or [francesca.petrie@cityofloveland.org](mailto:francesca.petrie@cityofloveland.org)  
(Please email all nomination documents to Francesca Petrie or Interoffice two colored copies)*

## Evaluation Summary

|  |  |                                     |
|--|--|-------------------------------------|
| Employee Name<br>HEIDI<br>LEATHERWOOD                    | Position<br>ADMINISTRATIVE TECHNICIAN  | Direct Manager<br>TERESA<br>ANDREWS |
| Department<br>City Clerk                                 | Division   | Class Spec                          |
| Performance<br>Evaluation<br>2014 Mid-Year<br>Evaluation | Type<br>Periodic   | Due Date<br>06/01/2014              |
| Total Score<br>3.38                                      | Overall Rating<br>OUTSTANDING: Employee with this rating consistently surpass standards of competencies and sets the example of excellence for the department/division./4.00 |                                     |

## Rater Summary

| Rater Name        | Total Calculated Score | Overall Rating  |
|-------------------|------------------------|---|
| TERESA<br>ANDREWS | 3.38                   | OUTSTANDING: Employee with this rating consistently surpass standards of competencies and sets the example of excellence for the department/division. |

## Rating summary by TERESA ANDREWS

Goal Section (Section Weight: 0.00)

No Goals have been added for this section

City-wide Expectations (Section Weight: 50.00)

| 1 - BELOW EXPECTATIONS:<br>Employees with this rating are not performing at the expected level and are not consistently demonstrating required competencies. | 2 - MEETS EXPECTATIONS:<br>Employees with this rating meet standards in their demonstration of competencies and are good/solid performers. | 3 - ABOVE EXPECTATIONS:<br>Employees with this rating are above standards at least half of the time in terms of the quantity and quality of work and the demonstration of competencies. | 4 - OUTSTANDING: Employee with this rating consistently surpass standards of competencies and sets the example of excellence for the department/division. |
|--|--|---|---|
| Employees with this rating are not performing at the expected level and are not consistently demonstrating required competencies.                            | Employees with this rating meet standards in their demonstration of competencies and are good/solid performers.                            | Employees with this rating are above standards at least half of the time in terms of the quantity and quality of work and in their demonstration of competencies.                       | Employee with this rating consistently surpass standards of competencies and sets the example of excellence for the department/division.                  |

| Name                  | Description   |
|-----------------------|---|
| Accountability        | Accepts personal responsibility for actions and work product.   |
| Collaboration         | Establishes and maintains good working relationships; works and communicates effectively and cooperatively with others. |
| Courtesy and Kindness | Exhibits and cultivates friendliness; treats people with fairness, respect, decency and compassion.                     |
| Innovation            | Displays original thinking and meets challenges with resourcefulness.   |
| Integrity             | Adheres to high ethical and professional standards, acts in a honest and trustworthy manner.                            |
| Safety                | Promotes awareness and demonstrates commitment to safety.   |
| Service               | Demonstrates quality and excellence in service with a customer focus.   |

| Name           | Comment  | Category | Weight | 1 | 2 | 3 | 4 | Weighted Score |
|----------------|--|----------|--------|---|---|---|---|----------------|
| Accountability | Heldi has an incredible sense of accountability. She takes mistakes very seriously and is constantly working to streamline her process. She owns the agenda and works diligently throughout the process to keep everything moving forward, which is not easy, when documents come in at the last minute. During the election, Heldi more than anyone in the office, had to continue on her normal schedule to get the agenda published on time and accurate. She did an amazing job. | Core     | 14.29  |   |   |   | ● | 0.57           |

| Name                  | Comment  | Category | Weight | 1 | 2 | 3 | 4 | Weighted Score |
|-----------------------|--|----------|--------|---|---|---|---|----------------|
| Collaboration         | Heldi, new to the election process worked with Kirsten to spearhead the ballot validation process. This was ongoing for two weeks. These ladies worked like a well oiled machine, except for their upbeat and positive attitudes. Heldi's position over agenda management is defined as a collaborative effort every week. Heldi works non stop to cultivate and preserve relationships with over 125 staff members that make presentations to City Council. She ensures everyone that she is sensitive to their schedules, while still communicating the need for them to submit the "correct" documents as timely as possible. Such a great gift for this position. Heldi is a team player: while ensuring that her responsibilities are complete, she is quick to assist whenever possible. | Core     | 14.29  |   |   |   | ● | 0.57           |
| Courtesy and Kindness | Heldi greets everyone in the organization. She is caring and does not participate in gossip or negativity. She is quick to find the silver lining and keeps the office positive. Heldi makes a point of remembering people's names and has genuine concern for everyone on the team. Heldi is very encouraging and quietly goes about making other people feel valuable. She is a great asset to the City of Loveland and will one day be an amazing leader in the organization.   | Core     | 14.29  |   |   | ● |   | 0.43           |
| Innovation            | Heldi has made great improvements in the Agenda Management process. She is not afraid to leave it alone if it is working. I like that she might have an idea, implement it and if it does not do what she thought it should, she will abandon it. That is a sign of maturity. Heldi is naturally curious, she wants to do it right and wants to know how it works.   | Core     | 14.29  |   |   | ● |   | 0.43           |
| Integrity             | Heldi has a huge measure of integrity. She holds the rest of the team to that measure. She asks probing questions and does not make others feel foolish, when she notices a problem. She is extremely professional. This was a go to asset during the election. She brought new eyes to the process and helped us to avoid potential pitfalls.   | Core     | 14.29  |   |   |   | ● | 0.57           |
| Safety                | Heldi is safe. This office operates in a low risk environment.   | Core     | 14.29  |   | ● |   |   | 0.29           |
| Service               | During the election, Heldi was very focused on customer service. This was evident with not only the public but with City Staff on the agenda process. Heldi is quick to assist the public and uses every opportunity at the counter, when she doesn't know the answer to learn. She does not go back to her desk when someone else helps that customer, but stays to her the response so she can assist the customer next time. I love that initiative.  | Core     | 14.29  |   |   |   | ● | 0.57           |

#### Job Specific Expectations (Section Weight: 50.00)

| 1 - BELOW EXPECTATIONS:<br>Employees with this rating are not performing at the expected level and are not consistently demonstrating required competencies. | 2 - MEETS EXPECTATIONS:<br>Employees with this rating meet standards in their demonstration of competencies and are good/solid performers. | 3 - ABOVE EXPECTATIONS:<br>Employees with this rating are above standards at least half of the time in terms of the quantity and quality of work and the demonstration of competencies. | 4 - OUTSTANDING: Employee with this rating consistently surpass standards of competencies and sets the example of excellence for the department/division. |
|--|--|---|---|
| Employees with this rating are not performing at the expected level and are not consistently demonstrating required competencies.                            | Employees with this rating meet standards in their demonstration of competencies and are good/solid performers.                            | Employees with this rating are above standards at least half of the time in terms of the quantity and quality of work and in their demonstration of competencies.                       | Employee with this rating consistently surpass standards of competencies and sets the example of excellence for the department/division.                  |

| Name                  | Description  |
|-----------------------|--|
| Attention to Detail   | Thorough when performing work; conscientious/attends to detail; Few errors in work performed.  |
| Job Expertise         | Regarded by peers as knowledgeable credible and as the go-to person; demonstrates the job skills and knowledge required for the position.  |
| Organizational skills | Develops or uses systems to organize and keep track of information. Keep clear, detailed records of activities related to the accomplishment of stated objectives. Understands priorities and plans with an appropriate and realistic sense of the time demand involved. |

| Name | Comment | Category | Weight | 1 | 2 | 3 | 4 | Weighted Score |
|------|---------|----------|--------|---|---|---|---|----------------|
|------|---------|----------|--------|---|---|---|---|----------------|

|                       |   |            |       |  |  |  |   |      |
|-----------------------|---|------------|-------|--|--|--|---|------|
| Attention to Detail   | Heldi has a lot of details to watch. She has the ongoing tasks i.e. set up for Council meetings; assembling packets; and publication, as well as anomalies i.e. late submittals; last minute changes and outside presenters. Heldi has a lot of balls to keep in the air. She works diligently to make sure the process is not disrupted when she is out of the office. Heldi has to work especially hard to ensure that those ongoing projects such as the agenda still get the attention to detail they require. This is complicated due to the cut and paste necessity of her tasks. Heldi expends a lot of effort to ensure that everything is accurate when it goes out on the website. This is not too tedious, unless something is added at the last minute. This occurs on every third packet. Heldi just takes it in stride. Nice! Making her a perfect fit for this position. | Attribute  | 33.33 |  |  |  | ● | 1.33 |
| Job Expertise         | Heldi has a complete understanding of her position and the tasks associated with it. She has turned her focus on perfected her processes for the first half of the year. She has been cross training with Jeannie on liquor licensing and of course being immersed in the election process. Heldi is very proficient in agenda management and continues to learn other functions just as thoroughly.  | Functional | 33.33 |  |  |  | ● | 1.00 |
| Organizational skills | Heldi has great organization skills. When she is going to be out of the office, she prepares the agenda management process to require the least amount of effort. She quietly goes about her tasks effortlessly, at least it appears that way. Being able to juggle her normal job functions and her response to the impact of the election was a sign of this skill in action.   | Functional | 33.33 |  |  |  | ● | 1.00 |

### Overall

**Rating:** OUTSTANDING: Employee with this rating consistently surpass standards of competencies and sets the example of excellence for the department/division.

**Comments:**

Heldi was a part of the amazing feat executed by the City Clerk's office during the first half of this year. The camaraderie and accomplishment of the successful election was amazing by itself, however Heldi did not miss a beat with her regular deadlines. She contributed to every aspect of the election process and was committed. I was so impressed with Heldi's even temper and her ability to find the humor in situations that did not appear very humorous. She saw things with new eyes, and her willingness to bring those things forward was instrumental in making the right decision. I love this team and Heldi is a big part of that.

### Approvals

#### TERESA ANDREWS

| Rater          | Status   | Status Date          | Comment  | Signature      |
|----------------|----------|----------------------|--|----------------|
| TERESA ANDREWS | Approved | 7/16/2014 3:00:37 PM |  | TERESA ANDREWS |
| Overall        | Approved | 7/16/2014 4:00:37 PM | Heldi well done. You are a wonderful asset for the City of Loveland. |                |

#### HEIDI LEATHERWOOD

| Rater          | Status | Status Date           | Comment | Signature         |
|----------------|--------|-----------------------|---------|-------------------|
| TERESA ANDREWS | Signed | 7/17/2014 9:47:26 AM  |         | HEIDI LEATHERWOOD |
| Overall        | Signed | 7/17/2014 10:47:26 AM |         |                   |

### Notes & Attachments

No notes have been added to this performance evaluation



This certifies that

**Heidi Leatherwood**

has successfully completed

**Service Excellence: Customer Service Training**



Date: 2/28/2018





## Performance Management Individual Plan

Employee Name: Heidi Leatherwood

Employee No: 11610

Review: MERIT

Review Due: April 01, 2017

## PAF04 Employee Review Form

Instructions for Managers: Please print only the two-page PAF04 (print button is below), then have employee and manager sign and date. If this is an Exceeds Our High Expectations Rating, it will also need your director's signature. Once signatures are obtained, e-mail to [HRSubmitForms](#). If you are unable to scan the document, please fax to 303-441-3049.

## Employee Position Information

Distribution: 04800  
Name: Heidi Leatherwood  
Hire Date: 10/01/2012  
Position Code: 3767

Effective Payroll Number:  
Employee No: 11610  
Title: Deputy City Clerk

## Employee Payroll Information

Contract Grade: MGMT05  
% to Max: 33.91  
Current Pay Range: \$28.3500 - \$43.2100

Current Rate: 32.2678  
Range Distribution: Lower Third

The percent below is subject to proration if it has been less than 12 months since your last review.

## Review Information

Type of Review: MERIT

Review Rating: Fully Meets Our High Expectations

% Increase: 3.50

## To Be Completed By HR Department

Effective Date of Merit Increase: \_\_\_\_\_

Retro PP: \_\_\_\_\_

Type of Next Review: \_\_\_\_\_

Next Review Date: \_\_\_\_\_

Processed By : \_\_\_\_\_

Date: \_\_\_\_\_