

## CITY MANAGER'S UPDATE

September 29, 2023

### Message from the Manager:

Your Leadership Team is currently studying the book *The Oz Principle* by Roger Connors, Tom Smith and Craig Hickman. This book study is an example of how individuals from all levels of our organization lead as Park's Henry Nash recommended this book. The book takes a dive into accountability in an organization and how it impacts our success or failure. I can tell you that we all have seen our own shortcomings in the mirror this book provides. I am proud to serve on a team that can reflect on their own actions and constantly seek to improve.

One of the early themes that struck me from the book was that of ownership. When we truly take ownership of our responsibilities, accountability comes naturally. Let's take our Vision Statement: *Providing public services that empower people to focus on what matters most: their goals, hopes and dreams.* When we truly own our vision we accept the accountability that comes with that. We don't hide behind excuses such as "it's not in my job description", or "someone else will help with that." We hold ourselves accountable and address the issues that would keep our organization short of achieving our Vision.

We are so fortunate in our organization to have living examples of what ownership and accountability look like. Nate Nesbitt at the Drop Site is a great example. "Mr. Nate" as he is affectionately known by so many. We get so many kudos from citizens about Nate's good work! It is obvious that Nate's job description is secondary to him serving the public he encounters. No matter what is needed, Nate provides it. For some it is assistance unloading an item, for others it is a kind word that lifts their day. No matter what the need is, Nate meets those we serve where they are and, through his service, upholds our Vision!

Nate is just one such example, you and I can think of so many more who work alongside us and inspire us every day. We are all fortunate to serve on a team that has a higher purpose than simply what is in our job descriptions. We know our Vision sits on the horizon; it is a destination that we will never fully achieve. However, there is joy and greater service in the trying!

From my position, it is easy for me to see the impact that you are having on our community and it gives me great pride. I know that it can be hard to see the lasting impacts you are making while doing your daily duties. You are making a difference in the lives of our citizens! Your actions make ripples that impact the lives of others for the better. Sometimes the seeds we plant we get to witness the fruit of, and some seeds will grow unseen, but regardless your impact is lasting. Thank you for being the servants that our citizens need! A big thanks also to our Council for setting our direction and for being our biggest cheerleaders in this quest for greater service!

David

*"Responsibility equals accountability, accountability equals ownership, and a sense of ownership is the most powerful thing a team or organization can have." - Pat Summit*

*"You're going to mess up. So instead of trying to be perfect, learn how to be accountable." - Whitney Goodman*

## **General Updates:**

### **New Hires:**

Welcome to all our new hires:

Sean Kampmeier hired for the position of Firefighter/EMT on September 5<sup>th</sup>

Solomo Khu hired for the position of Wastewater Maintenance Technician on September 5<sup>th</sup>

Haley Mae Alcorn hired for the position of Library Clerk on September 19<sup>th</sup>

Jazmyne Lee hired for the position of Library Clerk on September 20<sup>th</sup>

Christopher Rangamar hired for the position of Wastewater Maintenance Technician on September 21<sup>st</sup>

Kayla Seymour re-hired for the position of Vet Technician on September 25<sup>th</sup>

### **Promotions:**

Congratulations to all those promoted:

Heather Heilman promoted to the position of Reference Librarian on September 16<sup>th</sup>

Johnny Widener promoted to the position of Pet Adoption Center Supervisor on September 30<sup>th</sup>

Wilson Riley promoted to Human Resources Specialist

Calvin Fleming promoted to Code Enforcement Officer II

Courtney Fye promoted to Plans Examiner

Aaron Dunnam promoted to Interim Assistant Fire Chief – Operations

### **Accomplishments:**

Julie Helsham achieves Municipal Court Clerk Level III Certification

**Deputy Fire Chief Hicks Retires:** Deputy Fire Chief Cindy Hicks retired on September 29 after 29 years of service to the City. An event celebrating her career and retirement was held on September 28. Congrats Cindy on a career well run and much deserved retirement!

**Pet Adoption Center Supervisor Musgrove Retires:** Albert Musgrove retired on September 29 after 13 years of service to the City. Albert was always such a kind and loving caretaker of all animals he encountered. An event celebrating Albert was held on September 29. We wish you all the best in retirement Albert!

**September Kudos Award Winners:** Congratulations to our September Kudos Award Winners Park's Henry Nash, HR's Lyndsey Amundson, and Park's Adam Trujillo! These three fine employees' work was noted and acknowledged by others. We are so proud of them and how they represent the organization. They are role models for us all. Many more Kudos Awards to come throughout the organization!

**September's Challenge – Sleep:** September's challenge is a tough one and has to do with getting a good night's sleep! And it's a six-week challenge! Rewards include paid hour off or a jean day. One

lucky winner with the lowest number of sheep will receive a one-hour massage! Get your rest and be on the lookout for more challenges to come such as a cybersecurity cross word and word search the last two weeks of October.

**Dia de Los Muertos Festival:** The Harker Heights Dia de Los Muertos (Day of the Dead) Festival will be at Carl Levin Park on October 28 from 9 a.m. to 1 p.m. There will be candy, music, dance groups, cultural activities, crafts, vendors and more!

**National Night Out:** National Night Out will be on Tuesday evening October 3<sup>rd</sup>.

**Pumpkin Party and Potluck:** All employees join in for a pumpkin decorating/carving contest and potluck on October 26 in the Admin Break Room. Special guest judge will be our own Mayor Blomquist. Email [lamundson@harkerheights.gov](mailto:lamundson@harkerheights.gov) with any questions.

**Farmers Market:** The Harker Heights Farmers Market is ongoing until Saturday, October 28. Come out and get fresh vegetables and other interesting and unique crafts!

**TMRS Pre-retirement Overview:** The TMRS Harker Heights Pre-Retirement Overview will be Thursday, October 19 at the Harker Heights City Activities Center. This event is for City employees approaching retirement eligibility or mid-career employees who are interested in learning more. Deadline to register is October 13 via [hr@harkerheights.gov](mailto:hr@harkerheights.gov) and you will need to include the last four digits of your social security number and estimated retirement dates in the email, if you would like a retirement estimate from TMRS. For questions please contact HR Director Leona Clay at 953-5610.

### **Spotlight on Service:**

**Fire Marshal – Deputy Fire Chief Chris Mahlstedt Makes an Impact:** Fire Chief Shannon Stephens wrote of a citizen's appreciation of an interaction with Fire Marshal – Deputy Fire Chief Mahlstedt. The citizen was impressed with Chris' professionalism and ability to handle all her questions. Chief Stephens concluded, "Thank you very much for making a positive impact and being the professional we all aspire to be."

**David Mitchell, Jerry Bark, Leona Clay, Melonie Matthewson, Julie Helsham, Lyndsey Amundson, and Wilson Riley Thanked:** Recently, Kim West who interned in HR, thanked HR staff as well as the City Manager and Assistant City Manager with handwritten notes and cookies. The thanks really all goes to Kim who was an absolute joy to have interning in HR!

**Park's Henry Nash and Billy Stevens Keep Heights Beautiful:** HR's Lyndsey Amundson caught Park's Henry Nash and Billy Stevens in the act of cleaning up an area of the City. Lyndsey snapped a picture of them working and wanted to acknowledge the exemplary employees they are.

**Code Officers David (Alex) McCoy and Calvin Fleming Go the Extra Mile:** Code Officers Calvin Fleming and Alex McCoy spent time visiting with a resident about issues in a neighborhood. The citizen wrote to thank Calvin and Alex for taking the extra time to educate.

**Admin's Ursula Paddie and Clyde Hicks Actions Speak Loudly:** City Secretary Julie Helsham wrote to thank Admin's Ursula Paddie and Clyde Hicks for assisting with the issue of crickets in the

building. Julie stated, “those small gestures speak loudly because I know it is not something you have to do, but you do it because you care. Thank you for making this a great place to work.”

**PD’s Community Services Division Recognized:** Citizen Rick Keagle wrote to share his appreciation for PD’s Community Services Division. He wrote that the officers “seemed happy and enjoyed the community interaction.” He wanted to recognize them for how well they informed citizens. Mr. Keagle stated, “I thought the display of materials and handouts to the public was excellent.”

**Nate Nesbitt has Fans:** Recently, on Facebook, the City’s Drop Site was mentioned, and Public Works Nate Nesbitt got lots of love! One citizen says Nate is “consistently amazing.” Another stated, “Nate is awesome!” Yet another added, “Nate deserves every gift you can give him.” Great job Nate in representing us so well!

**City Gets Kudos for Giving Kudos:** Corrective Chiropractic and Wellness Education and Marketing Coordinator Ursula Pirtle wrote to say she “loves” reading the City’s Spotlight on Service and stated, “kudos to all of you for being so supportive of each other!”

**HR’s Wilson Riley, Lyndsey Amundson and Melonie Matthewson are**

**Wonderful:** Nationwide’s rep wrote to recognize HR’s Wilson Riley, Lyndsey Amundson and Melonie Matthewson. She stated that the staff was “wonderful” and gave excellent hospitality.

**Planning Staff Appreciated:** A citizen wrote to thank Planning for assisting with an issue. She stated she has “lived in Harker Heights for almost 20 years and I LOVE it!...I’ve always had a positive response to my concerns. Harker Heights rocks!”