



Agenda Submittal

Agenda #: 8 **Status:** Consent Calendar
Type: Miscellaneous **Department:** Probation
File #: 17-820 **Contact:** Christopher Hansen, 784-4803
Agenda date: 11/14/2017 **Final action:** 11/14/2017
Title: Approve a plaque of appreciation honoring Vicki Papin, Account Clerk II, upon her retirement from Probation Department with over 14 years of dedicated public service to Solano County

Governing body: Board of Supervisors

District: All

Attachments: 1. Minute Order

Date	Ver.	Action By	Action	Result
11/14/2017	1	Board of Supervisors	Approved	

Published Notice Required? Yes ☐ No ☒

Public Hearing Required? Yes ☐ No ☒

DEPARTMENTAL RECOMMENDATION:

The Probation Department recommends that the Board of Supervisors approve a plaque of appreciation honoring Vicki Papin, Account Clerk II, upon her retirement from Probation Department with over 14 years of dedicated public service to Solano County.

SUMMARY/DISCUSSION:

Vicki started her career on September 29, 2003, when she was hired as an Account Clerk I at the Solano County Probation Department.

Vicki was assigned to the Probation Billing and Collections Unit where she was responsible for processing receivable and adjustments, posting payments to the automated system, balancing daily collections to ensure they reconcile with the reports, and generating billing notices. Vicki also received and responded to inquiries from clients and probation officers, researched and resolved issues on accounts, and provided information regarding the collection process.

On September 25, 2005, Vicki was promoted to Account Clerk II. She continued to work in the Billing and Collections Unit, processing approximately 600-700 new accounts per month and approximately 1,041 transactions (posting and adjustments) per month. She was prompt in responding to questions on accounts, assisting the Probation Officers concerning collection matters, and helping co-workers when coverage is needed.

Throughout her career with Solano County, Vicki has shown commitment and dedication to her role as an Account Clerk II. She provided excellent customer service to the public and citizens of Solano County for the past 14 years. She was cooperative, dependable, and maintained a positive attitude in her dealings with others.

Vicki's professionalism, dedication, and compassion in helping the citizens of Solano County and her co-

workers will be greatly missed.

FINANCIAL IMPACT:

Solano County's Employee Recognition Program, relating to retiring employees, is funded by Board-approved appropriations administered by the County Administrator's Office and; therefore will have no additional financial impact to the General Fund.

ALTERNATIVES:

The Board of Supervisors could choose not to approve a plaque honoring Vicki Papin for her fourteen (14) years of service; however, this alternative is not recommended, as it would be contrary to Solano County's Employee Recognition Policy.

OTHER AGENCY INVOLVEMENT:

None.