



## **CITY COUNCIL**

City Clerk's Office 6/2/2021 12:00:00 PM

### **Special Meeting Agenda~**

I hereby notify you that the following items of business have been filed with this office and can be acted upon at the meeting of the City Council **Monday June 7, 2021** at 05:00 PM.

City Clerk

### **Call to Order**

5:00 PM Meeting called to order on June 7, 2021 at Virtual Meeting (Zoom) , Virtual Meeting, N/A, NA.

### **Interview of City Clerk Nominees**

- (1.) Rosa Jones-Nominee for City Clerk
- (2.) Gladys Oyola-Lopez-Nominee for City Clerk
- (3.) Christopher Lizotte-Nominee for City Clerk

### **Election of City Clerk**



**City Council**  
36 Court Street  
Springfield, MA 01103

**SCHEDULED**

Meeting: 06/07/21 05:00 PM  
Department: City Clerk  
Category: General  
Prepared By: Tasheena Davis  
Initiator: Tasheena Davis  
Sponsors: President Marcus J Williams  
DOC ID: 6271

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**COMMITTEE REPORT (ID # 6271)**

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## **Rosa Jones-Nominee for City Clerk**

Rosa M. Jones  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]

**Objective:**

To establish myself in an atmosphere where I can provide the public and co-workers with outstanding customer service and teamwork in a professional and courteous manner. To also provide the eagerness and knowledge necessary to assist and support a highly regarded environment while promoting effective working relationships with both internal and external customers

**Qualifications:**

**Georgia State Board of Workers' Compensation**

270 Peachtree Street, NW  
 Atlanta, GA 30303  
 [REDACTED]

**07/2016-Present**

**Legal Secretary Supervisor-ADR Division**

**Georgia State Board of Workers' Compensation**

Supervises, guides, and/or instructs the work assignments for 3 legal secretaries. Oversees the preparation of legal documents and correspondence. Establish unit goals and objectives consistent with the organization's mission. Assist staff in resolving problems encountered in work assignments. Supervises and plans work of assigned staff. Ensures compliance with policies and state and federal laws, rules and regulations. Monitors daily case management activity, special projects, and other legal documents. Plans, directs and manages work to ensure that case-related documents are process in a timely manner. Schedules appointments, maintains calendars, and receives and places telephone calls. Maintain monthly statistics. Maintain contact with 15 mediation locations. Monitor problems and change management procedures ensuring timely resolution and minimum impact to users or workload delays. Assess departmental training programs determining what in-house training is needed by each unit employee. Instrumental in implementation, initial and ongoing training for electric filing system.

**08/2007- 07/2016**

**Head Administrative Assistant to the Chief Administrative Trial Judge (promotion)**

**Georgia State Board of Workers' Compensation**

Plan and organize the unit's work to meet the organization's objectives. Direct and review work assignments for 20 Secretaries. Maintain current procedure and communicate changes to 19 Administrative Law Judges. Establish unit goals and objectives consistent with the organization's mission. Assist staff in resolving problems encountered in work assignments. Prepare thorough and accurate reports, review as necessary and submit by established deadlines. Train, recommend hiring, evaluate performance and recommend discipline and discharge of subordinates. Perform complex and comprehensive research and analysis. Perform general

secretary duties including typing of notices, awards, orders and other documents with a high degree of accuracy; maintain assigned case files and diary system; schedule evidentiary hearings; communicate with case parties and the general public in a service-oriented and professional manner; screen and processes telephone calls (heavy volume) and written communication; perform other duties to assist the administrative law judge and others as assigned. Proficient in the use of word-processing software (MS Word); experienced in customer service in a setting that requires extensive interaction with the public and co-workers; ability to work successfully in a team environment; ability to successfully manage multiple, competing priorities; Strong organizational skills and attention to detail. Transcribe dictated Orders and Award pertaining to Workers Compensation cases. Communicate to personnel in a clear and concise manner. Monitor problems and change management procedures ensuring timely resolution and minimum impact to users or workload delays. Assess departmental training programs determining what in-house training is needed by each unit employee. Instrumental in implementation, initial and ongoing training for electric filing system.

Rosa M Jones

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## Education:

2009-present

**Columbia Southern University**

**Orange Beach Alabama**

**877-316-8396**

**Received AAS in Science/Business Administration 10/2011**

**Received BBS Business Administration/Information Technology 10/2017**

**Received Master in Business Administration/Human Resources 10/2020**

## Relevant Experience

Proficient with MS Word, MS Excel, MS Outlook, MS Explorer, and MS PowerPoint, Strong organizational skills. Able to meet deadlines with high productivity and accuracy. Team Player with focus on customer service. Experience with irregular operations, problem solving and time management. Work very well under pressure with little or no supervision. Ability to analyze negative situations and focus on preventing recurrence.

(ICMS) –Integrated Claims Management System trainer, tester and incorporated scenarios in order to make new paperless system efficient for the Trial Division, Division Representative.

## Professional References:

Honorable Janice B Askin

Employees' Compensation Appeals Board

[REDACTED]

Honorable Liesa Ann Gholson

Division Director-Alternative Dispute Resolution

[REDACTED]



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## **Gladys Oyola-Lopez-Nominee for City Clerk**

# Gladys Oyola-Lopez

May 24, 2021

City of Springfield  
Human Resources Department  
36 Court Street  
Springfield, MA 01103

Re: **City Clerk** position

To Whom It May Concern:

I am pleased to submit my application for the position of City Clerk with the City of Springfield. I think you'll see that my experience in constituent services, local government leadership, as well as my degree in Leadership and Organizational Studies and additional skills in management, are an excellent match for your requirements for this position. In addition, I am currently pursuing a Certified Municipal Clerk designation with the International Institute of Municipal Clerks.

**Municipal Records Management.** My work in the Board of Elections, serving as Election Commissioner requires me to perform my duties in accordance with election related statutes and ordinances including the maintenance and custody of all election and census records for the City of Springfield. In my role as Deputy City Clerk, I am well versed in Vital Records and the workings of the City Clerk's Office.

**Team Supervision.** I believe that maintaining a positive team environment is key in being able to deliver effective customer service. To that end, I cultivate positive relationships with all employees, train staff in proper procedures and maintain a collaborative relationship with other municipal departments. I see my leadership role as also encompassing the need to jump in and help staff if there are staff shortages or workload increases.

**Related Skills.** I have always worked in fast-paced team environments in all my positions, and pride myself on my ability to collaborate with others and to take initiative to proactively head off issues and improve processes and procedures. You will find me ethical, organized, adaptive, positive and energetic. I am completely comfortable with using technology and enjoy learning the use of new technologies on my own.

I look forward to the opportunity to speak with you in person, to learn more about your position requirements and to discuss in detail my ability to continue making a positive impact in Springfield City government. Please do not hesitate to contact me if you have questions or need more information.

Thank you for your consideration of my application for the position of City Clerk.

Sincerely,

*Gladys Oyola-Lopez*

c: Resume

Attachment: Gladys Oyola-Lopez- Cover Letter\_Redacted (6272 : Gladys Oyola-Lopez-Nominee for City Clerk)

# Gladys Oyola-Lopez

## Core Competencies

- Constituent Services
- Leadership Skills
- Logistics Management
- Strategic Planning
- Training & Instructional Skills
- Communications Skills
- Accurate & Detailed
- Effective Problem Solver
- Conflict Resolution

## Professional Experience

**Election Commissioner / Deputy City Clerk, City of Springfield** *Springfield, MA* **2010 - Present**

Oversee the Office of the Board of Elections

- Chief Election Official responsible for administering all Federal, State and Local Elections in accordance with applicable laws, regulations and charters.
- Serve as Acting City Clerk in the City Clerk's absence and perform related duties as required.
- Serve as Secretary of the Board of Election Commissioners. Meet regularly with the Board, and regularly engage with community stakeholders regarding the elections process and outreach.
- Work with the Massachusetts OCPF and serve as Campaign Finance Officer for local elections.
- Responsible for the development of the Board of Elections annual budget; forecasts funds needed for elections, staffing, equipment, materials, and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
- Designate all polling locations for each election in compliance with the Americans with Disabilities Act. Provide to each voting location the required equipment, forms, records, maps, forms and other materials needed to conduct the election and report election results.
- Developed and continue to implement a community engagement plan to ensure public participation throughout the election administration process.

**Election Assistant | Bilingual Election Program Coordinator | Acting Election Commissioner/Deputy City Clerk**  
**City of Springfield, Springfield, MA** **1992–1994 | 2004-2010**

- Worked closely with the Springfield Law Department to develop and implement protections and initiatives in compliance with the U.S. D.O.J. Voting Rights Division to modernize the City of Springfield's elections, expand access to registration and voting in limited English speaking communities and otherwise ensure registration and voting processes are fair, easy, convenient and accessible for all eligible Springfield residents.
- Responsible for the recruitment, hiring and training of bilingual poll workers.
- Responsible for registering voters, answering inquiries concerning voter registration laws, preparing, updating and maintaining current voter registration records.
- Served as City of Springfield Liaison in conjunction with the Secretary of State on the 2010 US Census and redistricting.

**Chief of Staff/Legislative Director, Massachusetts House of Representatives – Office of Representative Cheryl Coakley-Rivera, Boston, MA** **1999–2003**

- Managed constituent services in both state and district offices. Managed database to track related activity.
- Researched and tracked bills throughout all stages of the legislative process.
- Coordinated all legislative activity and media relations.
- Acted as a liaison to local, state and federal officials.
- Organized public events, implemented targeted direct mail strategies.
- Consulted and advised the Representative on a daily basis; maintained Representative's schedule.

**Gladys Oyola-Lopez****Page 2****Office Manager, University of Massachusetts, Amherst, MA****1996-1998**

- Managed the daily office operations of the Bilingual Collegiate Program.
- Responsible for managing office services by ensuring office operations and procedures are organized, correspondences were controlled, filing systems were designed, supply requisitions were reviewed and approved and that clerical functions were properly assigned and monitored.
- Supervised work-study students and tutoring staff. Assigned tasks and monitored their performance.
- Coordinated internal and external relationships with vendors, service providers and other university departments.
- Responsible for payroll. Partnered with Human Resources to maintain university policies as necessary.

**Professional Affiliations and Licenses**

Notary Public - Massachusetts  
Justice of the Peace - Massachusetts

|              |                                                    |               |        |
|--------------|----------------------------------------------------|---------------|--------|
| 2010-Present | Massachusetts Town Clerks Association              | Massachusetts | Member |
| 2012-Present | Massachusetts City Clerks Association              | Massachusetts | Member |
| 2017-Present | Voter Registration and Information User Group      | Boston, MA    | Member |
| 2020-Present | International Institute of Municipal Clerks (IIMC) | California    | Member |

**Education | Volunteer Service | Achievements****Bachelor of Arts – Bay Path University**

Major: Leadership and Organizational Studies

Minor: Business Administration

**Bay Path University, Longmeadow / Jissen Women's University, Japan**

Dual Hybrid Exchange Program

**Certificate – Suffolk University**

Certificate in Local Government Leadership and Management

**Springfield Management and Administrative Resources Training Program****Volunteer Service | Achievements**

|              |                                                                      |                 |                      |
|--------------|----------------------------------------------------------------------|-----------------|----------------------|
| 2019-Present | YWCA                                                                 | Springfield, MA | Board Member         |
| 2018-Present | Massachusetts Women of Color Coalition                               | Massachusetts   | Board Member         |
| 2014-Present | Springfield Library Civic and Community Engagement Team              | Springfield, MA | Founding Member      |
| 2010-2019    | Springfield Neighborhood Housing Services                            | Springfield, MA | Board Vice President |
| 2016-2020    | Women United – Pioneer Valley United Way                             | Springfield, MA | Board Member         |
| 1999-2002    | New North Citizen's Council                                          | Springfield, MA | Board Member         |
| 2012         | Business West 40 Under 40                                            | Springfield, MA | Award Recipient      |
| 2010         | Springfield City Library – Strategic Planning Retreat                | Springfield, MA | Member               |
| 1999–2004    | Law Enforcement & Community Mentorship Program                       | Springfield, MA | Board Member         |
| 1996         | Massachusetts House of Representatives<br>Office of Anthony Scibelli | Boston, MA      | Summer Intern        |

Attachment: Gladys Oyola-Lopez- Resume\_Redacted (6272 : Gladys Oyola-Lopez-Nominee for City Clerk)



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## **Christopher Lizotte-Nominee for City Clerk**



## Christopher Lizotte

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### EXPERIENCE

#### MassBay Community College – Coordinator of Military & Veterans Affairs

March 2021 – Present

- o Works one-on-one with students to create a warm and welcoming environment for student veterans, reservists, and other military personnel while serving as the College's lead veteran resource; maintaining up-to-date knowledge of each benefits program and associated regulations and procedures; providing support and training for faculty and staff regarding VA academic policies.
- o Advises students regarding educational benefits programs available through the US Department of Veterans Affairs, the armed services, and the Commonwealth of Massachusetts, about the academic programs offered at the college.
- o Monitors course enrollment and academic progress and maintain detailed and accurate records, in accordance with Federal regulations and directives of VA regional office;
- o In addition to assigned caseload, assists with general academic advising in the center including new student orientation and peak enrollment periods.
- o Supervises Veterans Advocate/Coach and VA student veteran workers.
- o Counsels students as to their rights and responsibilities under the various programs, and the recommended processes for gaining full and timely benefits.
- o Initiates the certification process for Federal educational benefits for eligible students, drawing upon detailed knowledge of VA regulations and College academic programs, ensuring that all courses certified are eligible for payment.
- o Works collaboratively and strategically with College offices, academic departments, and other offices as a resource and advocates in troubleshooting administrative challenges on behalf of veterans, active duty military personnel, reservists, and dependents.
- o Provides support to students with a wide variety of psychological and physical disabilities, working collaboratively with Accessibility Resource Center staff, and facilitates referrals to campus and community resources where appropriate.
- o Performs administrative tasks associated with department activities.

#### MassMutual – Diversity and Inclusion Consultant/Veterans Strategy

July 2019 – March 2021

- o Developed Veterans/Military recruiting and retention strategy for MassMutual US including campuses in Massachusetts, Connecticut, New York, and Arizona.
- o Facilitated diversity and inclusion seminars for managers, business leaders, and the executive leadership team.

- o Supported projects to build a military support landing page and a military support video for commercial and social media usage.
- o Supported new hire onboarding sessions and facilitates information sessions for new employees.
- o Lead the AFVF (Armed Forces Veterans and Families) Business Resource Group as a liaison and influences their strategies and planning of events, business development opportunities, and professional development programs.
- o Developed strong relationships with key stakeholders, Veterans Service Organizations, and active, Guard, and Reserve military institutions through outreach and networking.
- o Conducted surveys utilizing benchmarking data to better understand different affinities and gain external recognition for the company's successes.

### **Town of West Springfield, MA — Director of Veterans' Services**

**January 2015 – July 2019**

- o Provided one-on-one financial and medical assistance for Veterans, spouses, and dependents of veterans of Western Massachusetts who qualify under Massachusetts General Laws 115 in accordance with 108 CMR and other state and federal regulations.
- o Assisted veterans with submitting fully developed VA claims to the Massachusetts Department of Veterans' Services.
- o Assisted in completing applications for federal and state Veterans' benefits including real estate abatements, licenses, discharges, service-connected disabilities, pensions, and education benefits including GI-Bill and Voc Rehab.
- o Coordinated and managed Memorial Day Ceremonies and the Veterans' Day Parades along with other veteran and military support events, including The Wall That Heals, with more than 11,000 attendees.
- o Provided cooperative support with other veteran support organizations in the community to efficiently and effectively help all veterans, military members, and their families.
- o Aided veterans who in need during a time of crisis or who were experiencing financial hardships.
- o Navigated the state's VSMIS Software program and correctly entered in veteran data and reimbursements to the Department of Veterans Services and oversaw an operating budget of nearly one million dollars. Managed a caseload of over hundreds of veteran clients and maintained organized files and case notes for each client while assisting them in finding gainful employment by helping create resumes and providing them with training and other various resources.

### **Veterans Inc., Worcester, MA — Grant Coordinator/Universal Services Advocate**

**June 2014 - November 2014**

- o Assessed the basic needs of veterans and their families and provided appropriate support. Coordinated employment and training services on an individual basis.

- o Maintained detailed and accurate case notes.
- o Provided outreach with employers to help hire veterans and maintained open relationships with the community and other veteran support organizations.
- o Developed and maintained specialized databases and systems for recording and tracking grant proposals, awards, and related statistical information; created and distributed standard and special reports, studies, summaries, and analyses, as required to the Department of Labor.
- o Had vast knowledge and experience using HMIS programs and data entry on veteran clients.

### **Massachusetts Army National Guard — Infantryman**

**May 2006 - May 2012** o Honorable Discharge

- o Worldwide - Operation Iraqi Freedom Veteran (2007-2008) - Member of a Personnel Security Detachment stationed in Baghdad.
- o Responsible for protecting the Secretary of State, United States Ambassador, the Secretary General for the United Nations, and all his dignitaries.
- o Received awards and citations for achievement and performance as part of the PSD, including Army Commendation Medal and Certificate of Achievement from the Secretary of State.
- o Promoted ahead of peers during service in Iraq and promoted to Truck Commander.

### **EDUCATION**

**Cambridge College, Springfield, MA — Master's in business administration**

**September 2017 - May 2020**

- o 3.9 GPA
- o Inducted into the Sigma Beta Delta National Honor Society

**Becker College, Worcester, MA - Bachelor of Science - Criminal Justice**

**January 2011 - May 2014**

- o Dean's List Fall 2011 – 2014
- o Academic Achievement Award
- o Inducted into the Alpha Chi National Honor Society
- o Academic Program Award - Criminal Justice
- o Peer mentor for all student veterans
- o Worked as a VA work-study student

### **Committees/Appointments**

**Veterans of Foreign Wars (VFW)** - *National Legislative Committee Member*

**Western Mass. Veterans Service Officer Association** – *Past President*

**Massachusetts Veterans Service Officer Association** – *Past Executive Board Member*

**Western Massachusetts Veterans Association** – *Past Board Member*

**Disabled American Veterans & American Legion** - *Member*