

#### EMPLOYMENT APPLICATION

SSN: N/A

ORANGE COUNTY
333 W. Santa Ana Blvd
Santa Ana, California 92701
ochr@ocgov.com
http://www.ocgov.com/iobs

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	Ramirez, Renee M. 0182E1-1212-054(O) COUNTY CLERK RECORDER			10140.		
CONTRACTOR OF THE PROPERTY OF				□Experience □Training □Other:		
PERSONAL INFORMATION						
POSITION TITLE: COUNTY CLERK RECORDER			EXAM ID#: 0182E1-1212-054(O)			
NAME: (Last, First, Middle)			SOCIAL SECURITY NUMBER:			
Ramirez, Renee M.			N/A			
ADDRESS (Street City State Zip Code)						
HOME DHONE.	OME BHONE: ALTERNATE PHONE:		FMATI ADDRESS:			
DRIVER'S LICENSE: DRIVER'S LICENSE:  Ves D No State: CA Number:			LEGAL RIGHT TO WORK IN THE UNITED STATES?			
PREFERENCES  PREFERENCES  ARE YOU WILLING TO RELOCATE?  Over One One of the content of the conte						
WHAT TYPE OF JOB ARE YOU LOOKING FOR?						
TYPES OF WORK YOU WILL ACCEPT:						
SHIFTS YOU WILL ACCEPT:						
OBJECTIVE:						
# EDUCATION						
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ADDITIONAL INFORMATION:						
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Nothing Entered For This Section

#### Agency-Wide Ouestions

1. What is your desired work location?

Any

Are you a current or former County of Orange employee?

Yes

3. What is/was your Job Title?

Administrative Manager III

4. Please provide your employment dates with the County of Orange.
1991-present

5. What Agency/Department do/did you work for?

Clerk Recorder

- 6. If you selected Other in question 5, please specify in the text box below.
- 7. If formerly employed with the County of Orange, what name were you employed under?

  Renee Aguilar
- 8. How did you hear about this position?

County Website/Internet

9. May we contact your current employer?

Yes

The following terms were accepted by the applicant upon submitting the online application:

Certificate of Applicant – By clicking ACCEPT, I certify that all statements made in this application and the attachments are true and I agree and understand that misstatements or omissions of any material fact may be cause for further investigation and may lead to disqualification or dismissal. I also grant permission for the County to verify any and all information contained within by contacting former employers and schools, etc.

This application was submitted by Renee M. Ramirez on 1/11/13 12:32 PM

#### RENEE M. RAMIREZ

SUBJECT: Clerk-Recorder Recruitment

January 11, 2013

County of Orange Human Resource Department,

I am honored to submit my name for the position of Clerk-Recorder. I am the most qualified and knowledgeable person for the job. I have twenty two years of experience in the department and working with the elected department heads, which is invaluable.

I am the epitome of a County success story! I started with the County at 18 in an entry level position. Through drive, hard work, dedication and with the help of some wonderful County mentors, I was able to work my way through the ranks to my current position of Assistant Clerk-Recorder which I have held for the past 12 years. I was Tom Daly's Assistant from 2002-2012, and also second in command for Interim Clerk-Recorder Darlene Bloom (2002) and the late Clerk-Recorder Gary Granville (1998-2002). I have worked nearly every job in the Department and have an essential understanding of the needs of the office. More importantly, I understand the needs of our customers who rely upon us for essential public services.

I believe I'm an exemplary County manager and understand the demands of a smooth operating Clerk-Recorder Department. I am well respected among my peers in the County, within other counties across the state, and especially with the largest customers of our office, the title and real-estate industries. I understand the operations of the department and possess a solid working relationship with the department's main customers-business and consumers-I also have a good relationship with other department heads and managers, including a beneficial partnership with the District Attorney's office. I work closely with them to address real estate fraud. I also work closely with title companies to identify fraudulent documents and determine which are suitable for referral to the District Attorney.

I have played a key role in the department's identity fraud protection efforts. In 2007, the governor signed SB 644, sponsored by our department, to bar the use of the full Social Security numbers in most documents recorded throughout the state. In addition, the Department of Defense agreed beginning in 2010 to allow veterans to redact the last four digits of an SSN on their military discharge forms. These forms are often recorded by veterans in their home counties to protect against the form being lost or damaged.

Within the department, I led the effort to develop a multi-county electronic recording delivery system that is jointly owned and operated by the state's largest counties: Los Angeles, Orange, Riverside, and San Diego. This major statewide innovation draws upon our experience as the first county in the United States in 1997 to record documents in this way. Through my long established relationships statewide, I was able to expand the program. Marin, Sacramento, Santa Barbara, San Mateo, Tulare and Ventura County's have also chosen to participate. At my urging

the system is hosted at the Orange County Data Center and generates \$4m dollars plus annually. Customers such as banks and title companies now have a single point of submission for recording with all participating counties. This reduces costs of labor for repetitive work. Through this endeavor, I work closely with the Attorney General's office, as they are charged with regulating recording systems. I also serve on their Electronic Recording Delivery System Advisory Board. I have also been selected by the Property Records Industry Association to serve as an electronic recording mentor. In this capacity, I will help jurisdictions across the United States implement recording systems similar to the one currently in production in Orange County.

I graduated from El Modena High School and attended Santa Ana College and the University of Phoenix. I also attended the University Of Southern California Marshall School Of Business, where I successfully completed their Management Development Program. I am also a proud charter graduate of the Orange County Leadership Academy at Chapman University.

If selected for the position of Clerk-Recorder, I will promote the county and put the needs of the public first. I understand the unique responsibility that comes with being in a position directly responsible to voters. I have the ability to gain the trust and confidence of the voters of Orange County.

If you have any questions, please do not hesitate to contact me at look forward to the next steps in the selection process.

#### RENEE M. RAMIREZ

#### EXPERIENCE

□ ORANGE COUNTY CLERK-RECORDER
Assistant Clerk-Recorder
August 1, 2001-present
Supervisor: Tom Daly

#### DEFINITION:

Under administrative direction, to assist the County Clerk-Recorder in planning, directing and organizing the operations of the Orange County Clerk-Recorder Agency; to coordinate the activities of all functions of the Agency; to act for the County Clerk-Recorder in his/her absence; and to do other work as required.

- Assist the County Clerk-Recorder in directing all phases of the operation of the Agency; planning of the activities of the Agency including reorganizations of divisional activities, establishing new operating policies, implementing the goals, preparing the budget, forecasting revenue and expenditure, business plan preparation, analyzing work flow, reviewing pending legislation and policies and determining the future needs of the Agency in terms of personnel and equipment.
- Direct, through subordinates, all services of the County Clerk-Recorder Agency; evaluate the work of principal subordinates in meeting the program goals and objectives; develop and implement operational procedures; formulate and recommend overall County Clerk-Recorder policies.
- 3. Oversee the activities of the Computer Systems Services, Recorder Services, Clerk Services and Financial/Administrative Services to ensure the efficiency of operations, the proper morale and discipline of employees and the suitable condition of physical facilities and equipment. Direct, control, evaluate and coordinate the work of a large professional and nonprofessional staff through subordinate supervisors assigned to various work locations.
- 4. Develop and implement administrative controls and direct the preparation of and review and consolidate the annual budget for

the Clerk-Recorder Agency. Make recommendations to the Clerk-Recorder as to the appropriateness of program requests; evaluate proposed new projects and services to determine fiscal impact and program effectiveness on overall Clerk-Recorder functions; analyze cost effectiveness of services, recommend staffing levels, facilities and equipment for budgetary purposes; prepare budget justification; participate in negotiations with budget authorities concerning requests, estimates and expenditures; and direct and review program expenditure controls.

- 5. Administer staff services for the Agency, including the department's annual budget, long-range strategic plan; payroll, accounting, expenditure control, audits, personnel administration, public service training, employee incentive programs, employee relations problems, disciplinary actions, county archives, purchasing, contract administration, fixed asset control, space management, building maintenance and other general administrative activities of the agency.
- 6. Review and analyze current and proposed County policies and state and local legislation affecting the Clerk-Recorder function to determine impact on the Orange County Clerk-Recorder Agency operations; plan and implement required changes. Interpret complex regulations, laws and guidelines.
- 7. Coordinate implementation of procedural and/or operational changes with public customers, other departments and outside vendors; coordinate the research and directs the implementation of automated systems and equipment for expansion and improvement of office operations.
- 8. Represent the County Clerk-Recorder at public and professional meetings and conferences. Participate in or directs liaison in providing information and advice to County agencies/departments, public officials, private companies, community leaders and the general public in assisting them in resolving problems, conflicts or controversial situations and policy changes. Coordinate activity with other County agencies/departments providing support services to the County Clerk-Recorder in all matters and issues. Interpret Agency policy to the public. Review public complaints pertaining to activities or individuals in the Clerk-Recorder Agency and direct the investigations and evaluation of major complaints.
- Prepare concise, logical oral and written reports; explain policy, procedures or recommendations on a wide variety of issues and activities of the County Clerk-Recorder Agency and other special reports as required.
- 10. Assume the duties of the County Clerk-Recorder during his/her absence.

G ORANGE COUNTY CLERK-RECORDER
Chief Deputy Clerk
January 26, 2001- August 1, 2001
Supervisor: Gary Granville (714)

#### Definition:

Under general direction, to assist in planning, organizing, directing and coordinating the activities of the Official Records, Marriage License, Fictitious Business and Vital Records functions of the County Clerk-Recorder Agency; to manage the daily operations of the division; and to do other work as required.

- Developed, directed and evaluated existing organization, staff utilization and work procedures for a large, complex office operation through subordinate supervisors; coordinated the work of diverse functional units including Official Records, Marriage License, Fictitious Business and Vital Records units; exercised leadership and motivated subordinates to perform effectively;
- 2. Directed and evaluated the work of principal subordinates in meeting program goals and objectives. Assisted division unit Supervisors develop the procedures, work standards, and policies needed in their units; reviewed hiring, assignment, training, performance evaluation and discipline decisions on staff; developed and evaluated performance of subordinates.
- Interpreted and applied legal procedural statues, court rules and case law pertaining to the operation of the County Clerk-Recorder's Office; reviewed new and revised laws and court rules to determine impact on Clerk operations; formulated and recommended new and revised work procedures to conform to new laws.
- Developed and implemented operational procedures; formulated and recommended overall Recorder policies; worked with systems staff to develop new and improved electronic data processing procedures including high volume data storage and retrieval.
- 5. Directed and participated in providing information and advice to County agencies/departments, individual citizens and officials, and assisting them in resolving problems under conditions that

require tact and judgment; represented the Clerk-Recorder at public and professional meetings.

- 6. Represented the Clerk-Recorder at public and professional meetings; statewide task force and associations; on new legislation; and other operating and policy issues.
- 7. Prepared clear and concise correspondence, records, reports, manuals and guides pertaining to diverse and complex topics as needed.

#### ☐ ORANGE COUNTY CLERK-RECORDER

Office Manager October 6, 1999- January 26, 2001 Supervisor: Susan Tyjewski

- Managerial Duties
  - o Oversee the planning of overall work
  - o Establish work performance standards for supervisors
  - Assign work to Office Supervisors
  - o Implement office procedures to be more time/cost efficient
  - o Hire or promote staff to position vacancies
  - o Interview candidates for hire and promotion
  - o Make final decisions for hire or promotion
  - Evaluate supervisor's performance, conduct performance review interviews, prepare and sign performance review.
  - Recommend supervisors performance recognition including salary merit increases
  - Review grievances, conduct grievance meetings and prepare written response to grievances.
  - Conduct interviews with supervisors regarding, performance problems, prepare interview/performance memos.
  - Recommend merit increase deferral/denials or formal discipline when necessary.
  - Conduct discipline interviews initiating formal discipline procedures.
  - o Prepare written reprimand, suspension and discharge letters.
  - Maintain security, physical maintenance, health and safety of a facility and its equipment.
  - Administer use of automated equipment resources by controlling access to equipment, directing performance of equipment maintenance, identifying basic hardware and software problems and ensuring resources are contacted to resolve performance problems and that problems are resolved.

 Develop, provide training and/or direct the provision of training to office supervisors regarding office policies and procedures or regarding program areas related to office policies and procedures.

☐ ORANGE COUNTY CLERK-RECORDER
Senior Office Supervisor C/D
September 24, 1999- October 6, 1999
Supervisor: Susan Tyjewski

- O Supervisory Duties
  - o Plan work and set priorities of work
  - Wet or recommend work performance standards
  - o Assign work to staff
  - Review work procedures and recommend or change procedures to be more time/cost efficient
  - Review and rate applications of candidates for hire or promotion to position vacancies
  - o Interview candidates for hire and promotion
  - o Make recommendations for hire or promotion
  - o Train staff in how to perform the work
  - Evaluate staff performance, conduct performance review interviews, prepare and sign performance review.
  - Recommend staff performance recognition including salary merit increases
  - Review grievances, conduct grievance meetings and prepare written response to grievances.
  - Conduct interviews of staff with performance problems, prepare interview/performance memos.
  - o Recommend merit increase deferral/denials or formal discipline when necessary.
  - Conduct discipline interviews initiating formal discipline procedures.
  - Prepare written reprimand, suspension and discharge letters.
  - Maintain security, physical maintenance, health and safety of a facility and its equipment.
  - Administer use of automated equipment resources by controlling access to equipment, directing performance of equipment maintenance, identifying basic hardware and software problems and ensuring resources are contacted to resolve performance problems and that problems are resolved.
  - o Develop, provide training and/or direct the provision of

training to other than subordinate staff regarding office policies and procedures or regarding program areas related to office policies and procedures.

## □ ORANGE COUNTY CLERK-RECORDER Office Supervisor A October 25, 1996- September 24, 1999

Supervisor: Susan Tyjewski

- Supervisory Duties
  - o Assign Work
    - O Plan work and set priorities of work
    - ① Set or recommend work performance standards
    - Assign work to staff
  - o Procedures/Desk Manuals
    - Review work procedures and recommend or change procedures to be more time/cost efficient
  - o Recruitment
    - Review and rate applications of candidates for hire or promotion to position vacancies
    - ① Interview candidates for hire and promotion
    - ① Make recommendations for hire or promotion
  - o Training
    - Train staff in how to perform the work
    - Develop, provide training and/or direct the provision of training to other than subordinate staff regarding office policies and procedures or regarding program areas related to office policies and procedures.
  - o Evaluation
    - ② Evaluate staff performance, conduct performance review interviews, prepare and sign performance review.
    - Recommend staff performance recognition including salary merit increases
  - o Conflict Resolution
    - Review grievances, conduct grievance meetings and prepare written response to grievances.
    - ① Conduct interviews of staff with performance problems, prepare interview/performance memos.
    - The Recommend merit increase deferral/denials or

- formal discipline when necessary.
- ① Conduct discipline interviews initiating formal discipline procedures.
- Prepare written reprimand, suspension and discharge letters.
- Maintain security, physical maintenance, health and safety of a facility and its equipment.
- Administer use of automated equipment resources by controlling access to equipment, directing performance of equipment maintenance, identifying basic hardware and software problems and ensuring resources are contacted to resolve performance problems and that problems are resolved.

# ☐ ORANGE COUNTY CLERK-RECORDER Office Assistant August 28, 1991-October 25, 1996 Supervisor: Susan Tyjewski

#### Examples of Duties:

#### ① Cashier

- Under supervision, to receive cash, checks or warrants;
   to disburse cash, issue receipts and verify transactions;
   to perform related accounting duties.
- Receives payment for various types of financial transactions in the form of cash, checks, warrants; issues receipts, compares amounts;
- o Disburses cash refunds; cases warrants and makes change; verifies authorized signatures, dates, codes, endorsements and identification.
- Receives agency deposits in the form of cash, checks or warrants; lists and verifies totals, verifies that deposit order number is assigned; charges agency for checks returned by bank.
- Registers amounts of money, transaction numbers and other data in cash register or drawer; assembles records and files financial documents and other pertinent data; may read, interpret and apply fee schedules when appropriate in computing transaction amounts.
- Posts and balances transactions to accounting records; counts and balances cash drawer or register; may prepare bank deposits; may have responsibility to summarize and balance amounts collected and recorded by others.
- Maintains files or other financial record keeping systems; may audit completed hand receipt books, may transmit information regarding financial transactions over the phone or in direct contact with the public.

- Interfaces regularly with the public and others to accept payments or disburse funds; may have regular contact with difficult clientele; may be required to explain complex policies or procedures to others.
- Operates cash registers, calculators and other office equipment; may operate automated accounting systems to record transactions and perform general accounting duties; including entering and accessing data, changing data and basic manipulation of data.

#### **EDUCATION**

#### El Modena High School

Spring Street, Orange, Ca 92689

General Education, September 1987 - June 1990

HIGH SCHOOL DIPLOMA

#### Rancho Santiago College

1530 W. 17 th Street, Santa Ana, Ca 92702 (714) 564-5661 General Education, September 1990- Present

Spanish, 1990, 1991
Child Development, 1991
Counseling, 1990
Mathematics, 1991
Human Sexuality, 1991
English, 1990, 1991
Assertion Training, 1995
Elements of Supervision, 1995
WordPerfect 6.1 Training, 1995
Applied Supervision, 1995
Building Vocabulary, 1996
Effective Communication, 1996
Internet Training, 1996
Writing Effective Reports, 1997
Career Management, 1998

### University of Southern California Marshall School of Business 2361 Campus Drive Irvine, California 92612 (949) 752-5505

Leading in a Team Based Environment, September 2001
Experiential Exercises, September 2001
Accounting Concepts and Financial Reporting, September 2001
Preparing and Delivering Effective Business presentations, October 2001
Management Accounting, October 2001
The Manager's Use of Financial Information, October 2001

The Challenge of General Management: Formulating and Implementing Strategy, October 2001
The Challenge of General Management: Achieving Sustainable

Competitive, October 2001
An Entrepreneurial Mind in a Large Corporation, October 2001

Operations Management, October 2001

Negotiation without Formal Authority, November 2001

Marketing Strategy I, November 2001

Marketing Strategy II, November 2001

ECommerce, December 2001

#### **Chapman University**

One University Drive, Orange, Ca 92866, 714-997-6815

The Leadership Challenge, January 2004
Leading as a Way of Serving, February 2004
Leading Teams, March 2004
Leading with Integrity, April 2004
Communicating as a Leader, May 2004
Leading through Change & Transition, June 2004
Leadership & Vision Applications and Implications, July 2004

#### **Course Work:**

CEO Purchasing Contracting for Minor Services Training, February 2002

Ritz Carlton 5 Star Customer Service, January 2002

CEO Purchasing Legal Aspects of Purchasing Contracts Training, January 2002

CEO Purchasing Contract Training, November 2001

CEO Purchasing Online Biding Training, November 2001

Orange County Deputy Purchasing Agent, November 2001

Mailroom Security Procedures, October 2001

CAMS Training seminar, 2001

POP Program Coordinating Seminar, 2001

Conference 2000 for Managers and Supervisors, January 2000

Analyses of Vital Records, 1999

How to Supervise People, 1998

Student Government Day Participant, 1998

Your Changing Role as an Outstanding Assistant, November 1998

Vital Records Registration, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004

Association of Clerks Regional Conference, 1998, 1999, 2000, 2001, 2002, 2003, 2004

Recorder's Association Staff Education Workshop, 1998, 1999, 2000, . 2001

Annual Recorder's Conference, September 1998, 1999, 2000, 2001, 2002, 2003, 2004

State of California Vital Statistics Workshop, March 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004
Regional Fictitious Business Name Conference, August 1998
Process Server Training Conference, August 1998
Work Expectation /Performance Evaluation Course, August 1998
Public Service Skills, 1996
Supervisor Safety Training, 1996
Public /Employee Safety In The Workplace, 1996
ExecuTrain, 1995

#### **ACTIVITIES**

Member, California Republican Party, 2010-present

Member, California Women's Leadership Association, 2010-present

Member, Orange Republican Women Federated, 2010-present

Member, Calif. Association of Clerks & Election Officials 2000-present

Member, County Recorders Association of California 1995- present

Member, Property Records Industry Association 2000- present

Member, National Assoc. of County Recorders, Election Officials &

Clerks

Member, Mortgage Industry Standards Maintenance Organization

Member, International Association of Clerks, Recorders, Election

Officials and Treasurers

Member, National Association of Counties

Member, State of California VISION Group, 2001-present

#### REFERENCES

Paul Walters

City of Santa Ana Family Friend

Joanne Granville Frank LaBlanc

First American Title

Phil Hawkins

Pacific West Realtors

Ernie Dronenberg

San Diego County

Larry Ward Dean Logan Riverside County
Los Angeles County

Additional References available upon request