



PHX CONNECT

The Weekly Connection Newsletter for City of Phoenix Employees • November 20, 2019

Two Leadership Graduations



Engaging Leaders

On Nov. 13, Engaging Leader Class 12 graduated from the 5-month leadership development program. There were 23 graduates representing 10 city departments. This program continues to focus on self, team and organizational awareness for this supervisory level. New leadership tools, concepts and self-assessment tools are introduced with time for practical application throughout the process.

Aviation: Karen Apple, Anthony Dobbs

Planning: Joel Carrasco, Angelica Coban

Fire: Dan Grover, Ken Herrington, Joe Meier, Cody Worrell

Police: Peter Bennett, Kim Engle, Ashley Glidewell, Sarah VanSlyke

Human Services: Jennifer Dancy, Carrie Desamais, Sandra Enriquez, Selina McCabe-Charley

Public Works: Holly Puckett

Library: Keith Lord

Public Transit: Kevin Teng

Parks: Kiri Hill

Water: Ruth Haldeman, Keith Mojica, Cynthia Squillace

Inspiring Leaders

On Nov. 7, Inspiring Leader Class #5 completed their leadership development process. The executive program extends over a 3-month period with 2 days per month for the co-hort process. Some key topics include Workplace Trends, Goal Alignment, Self-Care, Coaching, Developing and Mentoring Others and Navigating the Political Scene. The Myers Briggs Type Indicator and Thomas Kilman assessment instruments are also completed to provide valuable feedback.

Fire: Gerome Dunn, Joey Gonzales, Ray Ochoa

Parks: Kathleen Mengistu, Judy Weiss

Human Resources: Janice Pitts

Police: Mindy Biggs

ITS: Ronda Buker

Retirement: Barbara Trollope

Law: Jay Chapman, Jeremy Legg, Thomas Stack

Public Works: Jennifer Shoop

Library: Maria Dominguez

Public Transit: Kevin Teng

Municipal Court: Thomas Carroll

Streets: Christopher Kowalsky, Kevin Sonoda

Water: Mary Ling

Last Chance

You have until Friday to send your thoughts on gratitude. We are still looking for a few more entries.

As the holidays quickly approach, many begin reflecting on the past year; and start to think about how they can say thanks to those around them. We'd like to hear from our city employees about what they are grateful for when it comes to working for the 5th largest city in the country. We want ideas like:

- ◆ A specific co-worker or group that you appreciate
- ◆ An aspect of your public service that is meaningful to you
- ◆ Interactions with residents that you want to let others know about ...

Please share your thoughts in 2-3 sentences by emailing PHXConnect@Phoenix.gov. You can remain anonymous if you indicate that in your email.

We will share some of your thoughts in the PHXConnect newsletter on Nov. 27.



Know Before You Go

With the shopping season just around the corner, did you know you can access reviews of products from Consumer Reports for free?



[Your Phoenix Public Library card](#) gives you the ability to read more than 7,000 product reviews and ratings on cars, appliances and electronics.

Job of the Week

Featured Listing: Customer Care Resolutions Specialist (Utilities Credit Counselor): \$19.09 - \$28.02/hour. Water Services Department

"This is a high-level customer service position, resolving customer inquiries and handling administrative hearing processes, public records requests and the sewer appeal process. The ideal candidate will have good written and verbal communication and active listening skills, de-escalation skills, as well as the ability to use arithmetic to calculate bills or make billing adjustments. Requires experience as a collector dealing with past due accounts and college coursework. Apply by Dec. 2 to be included in the first round of applications.

Each Monday, the city posts jobs available for current employees to consider.

[Check out the latest job openings here.](#)

[Check out the entire job database here.](#)

Cool in Your ZIP

This week's Cool in your ZIP features one of the oldest remaining soda shops in the country.

MacAlpine's Diner & Soda Fountain prides

itself on its vintage flair offering a transport back in time. It's located in Central Phoenix's 85006.

[Check out what PHXTV saw](#) when they went there to see what all the hype is about!



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City of Phoenix AZ