

January 25, 2020

Please accept this as my letter of interest.

I may not have the college background that some of the candidates, but I can assure you that I do have the customer service background with years of working with Property in Maricopa County, programs and websites that use the information provided by the county Assessor, Tax Dept. etc. so that we could provide it to the public.

I believe that customer service is very important. I ran the Customer Service Dept./ Research Dept. for over 16 years and had training each month for my employees. Customer Service should always be given with a smile and only answer questions that you know the answer to. If you do not know an answer, get back to them with the correct answer in a timely manner. Research and teamwork is key.

I have the support of my current employer and those that I have worked with in the past. All have worked with the assessors office information/ dept. employees at one time or another and are supporters.

Please feel free to contact me with any questions you may have or my employer.

Thank you,

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MARIE SOJA

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I take pride in my ability to work with little to no supervision. I am a self starter and like to get things done. I enjoy working with people one on one and in groups. I have over 20 years of customer service and am a quick learner. I love to multi task and keep busy. I believe that caring about your job and the clients is a huge part of success.

WORK EXPERIENCE

H.R./Executive Asst./System Administrator Equity Title Agency - Scottsdale, AZ - April 2016 to Present

Payroll, Benefits, Employee signups, Assistant to the President and CEO of our company. Reports, set up appointments, schedule keeping, assisting the VP of Marketing to approve and input expenses weekly, mileage, make travel arrangements etc.

Residential Escrow Assistant - Great American Title - Phoenix, AZ - September 2015 to April 2016  
Responsibilities include opening orders, working the report to clear title, run chains of title to clear issues, payoffs, cut checks, stale dated checks, Outstanding balance reports, recording packages. Assist 2 escrow officers, CD's etc.

Commercial Escrow Assistant - First American Title Insurance Co. - Phoenix, AZ - September 2013 to September 2015  
Responsibilities include being assistant for two busy escrow officers, dealt with clients, heavy phones, computer, word, excel spreadsheets. Filed, assisted around the office when needed in other depts. I handled incoming wires and corresponded with clients on a daily basis. Right to earn letters, I assisted in the closing of several multi million dollar escrows, I assisted the clients with their paperwork and made sure items were handled according to the contracts. Signing and notarizing of legal documents.

Escrow Assistant - Workway Staffing Chicago Title - Phoenix, AZ - June 2013 to September 2013  
Responsibilities Assist in office duties, deal with clients on a daily basis. Handle clients, vendors and misc. duties.

Title Manager - Magnus - Phoenix, AZ - October 2012 to June 2013  
Responsibilities included managing the Title Dept and the production of 10 employees. Dealt with clients and any issues with products. Reports to upper management, heavy phones, administrative duties.

Administrative Assistant / Title Production Manager Guaranty Title Agency - May 2009 to September 2012

Office Manager / Human Resource Mgr Grand Canyon Title Agency, Inc - Phoenix, AZ - June

2001 to October 2008

Customer Service Manager /Title Mgr Fidelity National Title - Phoenix, AZ - February 1986 to June 2001

Commitment / Policy Typist Security Title Agency, Inc - Phoenix, AZ - June 1982 to February 1986

## General Questions

- 1) Generally explain the role of the Assessor and how your experience has prepared you for this position.

I have worked in the title and escrow business since 1986. I have worked with the assessor, tax and property records that long as well. I managed the "Property Research" dept for over 16 years. The role of the assessor is to research and report fair value for the parcels of land. I believe my work history will help with this.

- 2) Please list your party affiliation and history (ARS 16-230). Have you ever run for political office? I have never ran for political office. I am registered voter of the Republican party.

- 3) If selected, do you plan to run for the position of Assessor in 2020? (a "no" answer will not preclude you from consideration). I believe I would attempt to run for the position if I believed I could make a difference and assist in the smooth running of the Office.

## Leadership Questions

- 4) What does it mean to you to be a public servant? To be a public servant is to do the job to the best of my ability, to make sure that all is treated equally and keep the public's best interest at all times. To be law abiding and make sure those that support the office do the same.
- 5) List all previous and current managerial positions and number of employees supervised. I have managed as low as 2 people up to assistant manager of 50. I managed all while in the title and research departments at Fidelity National Title. I also managed 10 branch locations while working as Office Manager at Grand Canyon Title Agency. I currently manage 9 outlying offices and their needs. We have 65 employees currently.
- 6) Aside from the enumerated duties in statutes, what additional obligations does the public rightly demand of all its county leaders? Trust, honesty and to keep their best interests in mind. It is a 24 hour 7 day a week position. Teach those in need or learning and help those in need of help when you can.
- 7) How would you work to reestablish the public's trust as the new Assessor? It will take longer than 7 months to earn the trust, but to start, it is communication. Be forthcoming, make sure the public knows you are there and make any change slowly. You can't be fast and knee jerk. Make calculated decisions and statements.
- 8) What approach do you take when initiating a culture change in an organization? How has that approach worked for you in the past? Change is not easy for all. You need to communicate, give a reason for the change and show that the change has worked for production, savings or what you are trying to make the change for. I have done this when there was a walk out of the title and escrow department at Grand Canyon Title company. I spoke to the employees that stayed to thank them and let them know that

we were going to rebuild with their help. I also recruited employees from other title companies that had been there for over 10 years. I built their trust so that we could grow Grand Canyon Title to a larger profitable company. We grew the company to 12 branches and over 130 employees and all were profitable.

- 9) The Maricopa County Board of Supervisors expects all County departments, both elected and appointed, to relentlessly pursue an exceptional level of customer service. What would exceptional customer service look like to you as the head of a large, public-facing organization?
- All employees would be expected to pitch in to move forward. Stop any Negativity and rumor that has been embedded since the last person in Office. Make a plan and move forward. Get on Social media with positive Items and surround the office and employees with those that support the Growth and productivity of the office. All should work and run this office as if it were their own. Service the clients as you would like to be serviced And do it with a smile.

### Employment Activity and History

- 10) Will this be your primary employment? What additional sources of income do you have?
- I currently work at a title company. I work with the President/CEO and told him of my Endeavor. He is supportive and I would like to be able to work at both.
- 11) If you are otherwise employed and were appointed, would you leave your current position or take a leave of absence? Or: *If you are otherwise employed and were appointed, how would you manage your time?* They are very supportive of time that I would need to run the department. I think it would be helpful to keep the ties with the title company as they are a huge client of the Assessors office.
- 12) Do you have any professional licenses? Please list. I do not have any licenses.
- a. Have you ever been subject to discipline related to your professional license or not been issued a license? N/A

- 13) Are you engaged in any outside activities, personal or professional, that would impact the amount of time you are able to dedicate to the position? (i.e.: associations, volunteer, and community activities)? I currently volunteer at Peoria High School as Secretary and VP of volunteers for the Boosters. I will be able to step down from my appointment if needed.
- 14) If I spoke to your current or former staff, what would they tell me about you? Professional, Fair, informative and a good trainer. I am attentive and clear any issues/problems quickly and as quietly as possible. We deal with all types of clients and don't need anything to be Misconstrued or escalated outside the realm it needs to be.
- 15) Please list all social media accounts, both professionally and personally. I am on LinkedIn, Facebook and I have an instagram account, but have not used that lately.