

EMPLOYMENT APPLICATION		
City of Fayetteville, Arkansas logo	<b>City of Fayetteville, Arkansas</b> <b>113 W. Mountain</b>  <b>Fayetteville, Arkansas - 72701</b> <a href="http://www.fayetteville-ar.gov">http://www.fayetteville-ar.gov</a> ( <a href="http://www.fayetteville-ar.gov">http://www.fayetteville-ar.gov</a> ) <b>Paxton, Kara</b> <b>CITY CLERK -TREASURER (Regular/Full time through</b> <b>December 31, 2020) 2019- 01450</b>	<b>Received: 11/6/19 11:37 AM</b> <b>For Official Use Only:</b> QUAL: _____ DNQ: _____ <input type="checkbox"/> Experience <input type="checkbox"/> Training <input type="checkbox"/> Other: _____

PERSONAL INFORMATION		
<b>POSITION TITLE:</b> CITY CLERK -TREASURER (Regular/Full time through December 31, 2020) 2019- 01450	<b>Job Number:</b> 01450	
<b>NAME:</b> (Last, First, Middle) Paxton, Kara	<b>PERSON ID:</b> 37658267	
<b>Former Last Name:</b> VanPelt	<b>Date And Month Of Birth:</b> [REDACTED]	
<b>ADDRESS:</b> (Street, City, State, Zip Code) 1166 S Gentle Valley Dr Fayetteville, AR 72704		
<b>HOME PHONE:</b> 870-318-5564	<b>ALTERNATE PHONE:</b> (479) 430-5414	
<b>EMAIL ADDRESS:</b> kmpax32@yahoo.com	<b>NOTIFICATION PREFERENCE:</b> Email	
<b>DRIVER'S LICENSE:</b> Yes <b>State:</b> AR <b>Number:</b> 9*****5	<b>LEGAL RIGHT TO WORK IN THE UNITED STATES?:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>HIGHEST LEVEL OF EDUCATION:</b> Master's Degree

PREFERENCES	
<b>MINIMUM COMPENSATION:</b> \$75,670.40/yr	<b>ARE YOU WILLING TO RELOCATE?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Maybe
<b>SHIFTS YOU WILL ACCEPT:</b> Day , Evening , Night , Weekends , On Call (as needed)	
<b>WHAT TYPE OF JOB ARE YOU LOOKING FOR?</b> Regular	
<b>TYPES OF WORK YOU WILL ACCEPT:</b> Full Time	
<b>OBJECTIVE:</b> To provide excellent customer service to every customer and promote a positive work environment.	

EDUCATION		
<b>SCHOOL NAME:</b> Arkansas State University		
<b>LOCATION:(City , State)</b> Jonesboro, AR	<b>DID YOU GRADUATE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DEGREE RECEIVED:</b> Bachelor's
<b>MAJOR/MINOR:</b> Computer and Information Technology		
<b>SCHOOL NAME:</b> American Sentinel University		
<b>LOCATION:(City , State)</b> Aurora, CO	<b>DID YOU GRADUATE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DEGREE RECEIVED:</b> Master's
<b>MAJOR/MINOR:</b> Information Systems Management		

WORK EXPERIENCE		
<b>DATES:</b> from January/2019 to October/2019	<b>EMPLOYER:</b> Fayetteville Housing Authority	<b>POSITION TITLE:</b> Housing Specialist
<b>ADDRESS: (Street, City, State, Zip Code):</b> 1 N. School Ave. Fayetteville, AR 72704		<b>COMPANY URL:</b> www.fayettevillehousingauthority.org
<b>PHONE NUMBER:</b> (479) 521-3850	<b>SUPERVISOR:</b> Victoria Dempsey - Operations & Voucher Program Manager	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b>SALARY:</b> [REDACTED]	
<b>DUTIES:</b> Communicate with community partners, property management firms, and participants to properly determine rental assistance. In addition, I created and analyzed reports pertaining to Section 8 and TBRA applicants and participants.		
<b>REASON FOR LEAVING:</b> The reason I left the Fayetteville Housing Authority was to start working on my campaign to run for City Clerk in 2020.		
<b>DATES:</b> from January/2015 to August/2018	<b>EMPLOYER:</b> Social Security Administration	<b>POSITION TITLE:</b> Claims Specialist

<b>ADDRESS:</b> (Street, City, State, Zip Code): 2153 E Joyce Blvd Fayetteville, AR 72703		<b>COMPANY URL:</b> www.ssa.gov
<b>PHONE NUMBER:</b> (877) 405-3588	<b>SUPERVISOR:</b> Anna Hawkins - Operations Supervisor	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b>SALARY:</b> [REDACTED]	
<b>DUTIES:</b> Process caseloads according to priority. Review and administer government policies to the public. Process disability applications. Discuss complicated issues regarding income and resource requirements of the Supplemental Security Income program. Complete typed reports daily regarding determinations pertaining to current claims, overpayment determinations, and post entitlement issues. Utilize multiple software programs to determine status of cases. Provide IT related services to coworkers and to management.		
<b>REASON FOR LEAVING:</b> The reason I left the Social Security Administration is because my spouse and I adopted a child.		
<b>DATES:</b> from March/2010 to January/2015	<b>EMPLOYER:</b> Social Security Administration	<b>POSITION TITLE:</b> Social Security Administration-Service Representative
<b>ADDRESS:</b> (Street, City, State, Zip Code): 6801 S Dallas St Fort Smith, AR 72903		<b>COMPANY URL:</b> www.ssa.gov
<b>SUPERVISOR:</b> Rodney Baxley - Assistant District Manager	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>HOURS PER WEEK:</b> 40		
<b>DUTIES:</b> Paying close attention to detail by reporting cases of lost PII and identifying the proper questions to address the customer's concerns. Oral and written communication with internal and external customers by solving problems and providing alternative solutions. Facilitate a positive working environment by always volunteering to work extra hours and aid coworkers. Present information and communication in a positive and professional way to both internal and external customers. Provide information about retirement, disability, and supplemental security eligibility.		
<b>REASON FOR LEAVING:</b> I was promoted to a different position within Social Security.		
<b>DATES:</b> from May/2009 to August/2009	<b>EMPLOYER:</b> Information Systems Division	<b>POSITION TITLE:</b> Walmart Intern

<b>ADDRESS:</b> (Street, City, State, Zip Code):  Bentonville, AR	
<b>SUPERVISOR:</b> Chad Shobe - Supervisor	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	
<b>DUTIES:</b> Streamlined the process of converting wireless printers for Distribution Centers from static IP addresses to DHCP, resulting in a more efficient setup procedure. Provided engineering support for the Distribution Centers globally. Presented diversity research that explained generational interactions in the workforce.	
<b>REASON FOR LEAVING:</b> The internship ended and I went back to finish my degree.	

CERTIFICATES AND LICENSES
Nothing Entered For This Section

SKILLS
<b>OFFICE SKILLS:</b> Typing: 62 WPM
<b>OTHER SKILLS:</b> Customer Service - Expert - 18 years, 0 months Microsoft Office Suite - Expert - 10 years, 0 months
<b>LANGUAGE(S):</b> Nothing Entered For This Section
<b>SUPPLEMENTAL INFORMATION</b> <b>Honors &amp; Awards</b> I have provided information to the public and training to our internal customers. I have received multiple awards from my supervisors because of my ability to understand what the client's needs are. I regularly deescalate situations where the client is struggling to understand governmental policies and procedures. I have provided training multiple times over the years to my peers regarding complicated processes and procedures within SSA.

REFERENCES			
<table><tr><td><b>REFERENCE TYPE:</b> Professional</td><td><b>NAME:</b> Nicole Fulgham</td><td><b>POSITION:</b></td></tr></table>	<b>REFERENCE TYPE:</b> Professional	<b>NAME:</b> Nicole Fulgham	<b>POSITION:</b>
<b>REFERENCE TYPE:</b> Professional	<b>NAME:</b> Nicole Fulgham	<b>POSITION:</b>	
<b>ADDRESS:</b> (Street, City, State, Zip Code) PO Box 325  Charleston, AR 72933			

<b>EMAIL ADDRESS:</b>		<b>PHONE NUMBER:</b> (479) 461-7819
<b>REFERENCE TYPE:</b> Professional	<b>NAME:</b> Lara Sherrill	<b>POSITION:</b>
<b>ADDRESS:</b> (Street, City, State, Zip Code) 10697 Thunder Road  Fayetteville, AR 72701		
<b>EMAIL ADDRESS:</b>		<b>PHONE NUMBER:</b> (501) 772-1024
<b>REFERENCE TYPE:</b> Professional	<b>NAME:</b> Debra Hunter	<b>POSITION:</b>
<b>ADDRESS:</b> (Street, City, State, Zip Code) 2688 E. Hyland Park Rd  Fayetteville, AR 72704		
<b>EMAIL ADDRESS:</b>		<b>PHONE NUMBER:</b> (479) 871-5498

**Agency - Wide Questions**

Nothing Entered For This Section

**Job Specific Supplemental Questions**

- Are you a registered voter residing in the corporate limits of Fayetteville, Arkansas?**  
YES
- This position requires attendance at all regular and special City Council meetings and agenda sessions. These meetings occur during evenings and outside normal business hours. Are you able to meet this requirement?**  
Yes
- If you answered no to the previous question regarding attending meetings outside of normal business hours, please explain.**
- Please use the space below if you need more space to complete your answer.**
- The City Clerk - Treasurer position is Full Time. Are you involved in other employment activities that would limit your capacity to work Full Time?**  
No
- If you answer "yes" to the previous question regarding other employment, please explain.**

- 7. What are your qualifications for service as City Clerk-Treasurer; including your education, experience and expertise in the type of work required of this position?**  
The position of City Clerk-Treasurer is a position that requires many different qualifications. This position requires attention to detail, and I am a very detail-oriented person with almost 20 years of customer service experience. I feel that every citizen should be treated with respect and dignity. In addition, I have served as a public servant and have advanced training in reading government policies, administrative plans, and ordinances. I understand the importance of the City Clerk's position, especially when it comes to record keeping. Over the past 10 years I have utilized electronic document management systems and document processing systems. I have a Master's of Science Degree in Information Systems Management and enjoy learning new policies and procedures. I strive to always encourage a positive environment and enjoy working with people.
- 8. Please use the space below if you need more space to complete your answer.**
- 9. List and explain all of your supervisory experience; including the number of employees supervised, type of work required by the supervised workers, and length of supervision.**  
I have held several leadership roles in the past. While working for the Social Security Administration, I served as a team leader of the internet claims team with over 10 employees. I was responsible for pulling reports, assigning claims, updating the share-point site excel files, group calendar, and providing training. While serving as the team leader, I also gained experience resolving scheduling conflicts for all team members. This ranged from when a team member had scheduled time off, to a team member needing to leave for an emergency. I gained valuable knowledge from serving as a lead on this team and enjoyed creating and facilitating a positive and productive work environment. I used the experience I gained from serving in this leadership role in my position as the Housing Specialist for the Fayetteville Housing Authority. I assisted in conducting interviews and editing position descriptions for all positions on the Section 8 team.
- 10. Please use the space below if you need more space to complete your answer.**
- 11. Please list your experience with the use of computer and related software programs, including the use of electronic document management systems.**  
Over the past 20 years I have received advanced training in the utilization of computer and related software, including the use of electronic document management systems. While serving as a Claims Representative for the Social Security Administration, I utilized electronic document management systems to scan and store documents. The electronic document management system I utilized required me to code the document properly before it was scanned into the system. I conducted training for the office on how to use this software and other software effectively and efficiently. While serving as the Housing Specialist at the Fayetteville Housing Authority, I was responsible for maintaining a repository of data that allowed the system to electronically generate letters using a document processing system. I trained the office on how to use this system to streamline processes that saves the organization 2 to 3 days of work a month. This created an advantage for the customers since they would no longer have to wait for their documents to be manually completed.
- 12. Why would you like to be considered for appointment as Fayetteville City Clerk - Treasurer?**  
Over the past year I have discussed in detail with my family the idea of running for City Clerk. The City Clerk plays a very important role for the city. The City Clerk has the responsibility for maintaining the records of the City of Fayetteville and interacting with internal and external customers. I feel my background in systems management, leadership roles, and customer service experience meet the qualifications of City Clerk. I have actively been researching the role of City Clerk and had planned on announcing this month that I would be running for City Clerk in 2020. However, with the passing of Sondra Smith, I had decided to wait to announce until early 2020. Sondra Smith was a true public servant and her dedication to the city exemplifies what a true public servant should be. If selected for the position of City Clerk, I will serve with loyalty, duty, respect, selfless service, honor, integrity, and personal courage in order to continue to support the goals of the City of Fayetteville.

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By clicking on the 'Accept' button, I hereby certify that every statement I have made in this application is true and

complete to the best of my knowledge. I understand that any false or incomplete answer may be grounds for not employing me or for dismissing me after I begin work. I understand that I will have to produce documentation verifying identity and employment eligibility in the U.S. I understand that I may be required to verify any and all information given on this application. I understand that this completed application is the property of City of Fayetteville and will not be returned. I understand City of Fayetteville may contact prior employers and other references (unless I have specified on my application not to contact my current employer). I understand that I am responsible for notifying City of Fayetteville Human Resources of any changes in my name, e-mail, address, or phone number.

This application was submitted by Paxton, Kara

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

# Kara Paxton

870-318-5564 | kmpax32@yahoo.com | 1166 S Gentle Valley Dr Fayetteville, AR 72704

November 5, 2019

City of Fayetteville

Fayetteville, AR

Position: City Clerk - Treasurer

Dear City of Fayetteville:

I have reviewed the requirements of this position and I feel that my background in customer service and in administering needs and income-based programs provide applicable experience to meet the list of qualifications. I also have advanced education in information systems that allows me to provide fast and efficient service when it comes to using technology to create and update records.

I have had extensive training and experience in implementing and reading government policies. I have a strong background in interpreting, explaining, and analyzing policy. I also have advanced training in evaluating eligibility for State and Federal requirements.

Over the past nine years I have been able to demonstrate my ability to understand and administer policy changes while working for the Social Security Administration and the Fayetteville Housing Authority. In addition, I am a customer service driven individual with almost 20 years of customer service experience. I have received multiple awards, both as an Army Veteran and public servant, over the years that show my dedication to my previous position. If selected for this position I would carry these values over to the City of Fayetteville.

Sincerely,

*Kara M. Paxton*

Kara Paxton

# KARA PAXTON

1166 S Gentle Valley Dr Fayetteville, AR 72704 / 870-318-5564

[kmpax32@yahoo.com](mailto:kmpax32@yahoo.com)

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## EXPERIENCE

### Fayetteville Housing Authority

#### *Voucher Program Specialist*

01/23/2019 to 10/23/2019

- Communicated with community partners to discuss contracts and regulations.
- Explained complicated issues regarding income requirements of the Section 8 program.
- Created and analyzed reports pertaining to Section 8 and TBRA recipients.
- Maintained a waiting list of over 750 applicants for the Housing Choice Voucher Program.
- Utilized document management software to create and update customer records.
- Monitored systems to ensure reporting rating is in compliance with the administrative plan.

### Social Security Administration

#### *Customer Service Representative/Claims Specialist*

03/15/2010 to 08/31/2018

- Discussed complicated issues regarding income and resource requirements of the Supplemental Security Income program and manage caseloads according to priority.
- Utilized document management software to determine status of cases.
- Monitored LAN room daily and complete the server backup tape change.
- Communicated by utilizing oral and written communication with internal and external customers by solving problems and providing additional options.
- Served in leadership role for the internet claims team.
- Displayed attention to detail by identifying the proper questions to address the customer's concern while showing empathy for the customer.

### Army National Guard

#### *ULLS-G Clerk*

03/2001-08/2005

- Served as battalion clerk while deployed.
- Operated maintenance & driver log software.
- Prepared order requests while recording information to ensure budget was maintained.
- Facilitated a positive working environment by always volunteering to work extra hours to aid fellow service members.

## EDUCATION

### Master of Science-Information Systems Management

#### *American Sentinel University*

- The coursework I completed during this program primarily pertained to reviewing an organization's current practices and procedures. A requirement in most of my courses was to review and streamline processes. I was also required to review the current needs of the organization to determine the software and hardware needs for information systems.

## **Bachelor of Science-Computer and Information Technology**

### *Arkansas State University*

- Throughout this coursework, I concentrated on database courses. This included the use of MySQL, Oracle, and Microsoft Access. I also completed courses in LAN Administration and understand how valuable information technology is to an organization.

## **INTERNSHIPS**

### **City of Van Buren**

#### *Intern – Information Technology Department*

- Installation and updates of software on workstations.
- Upstage software and hardware for Continuity of Operations Plan.
- Provide support to internal customers for workstations, printers, and VOIP system.

### **Walmart Home Office**

#### *Intern – Information Systems Division*

- Streamline the process of converting wireless printers for Distribution Centers from static IP addresses to DHCP, resulting in a more efficient setup procedure.
- Assist engineering support for the Distribution Centers globally.
- Develop diversity research that explained generational interactions in the workforce.

## **ADDITIONAL INFORMATION**

### **Awards & Recognition**

#### *Social Security Administration*

Recognition of Contribution – 2018, 2015

Exemplary Contribution Service Award – 2011, 2012, 2013, 2014, 2016, 2017

#### *Army National Guard*

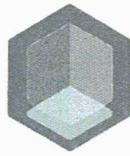
Global War on Terrorism Expeditionary Medal, Global War on Terrorism Service Medal, National Defense Service Medal, Armed Forces Reserve Medal with Mobilization Device, and an Army Service Ribbon. I served from 2001 to 2005 and received an Honorable Discharge.

### **Communication**

For the past nine years, I have provided information to the public and training to internal customers. I have received multiple awards from my supervisors because of my ability to understand what the client's needs are. I regularly deescalate situations where the client is struggling to understand governmental policies and how their data is interpreted by the systems. I have provided training multiple times over the years to my peers regarding complicated processes and procedures within SSA. Over the years I have continued to grow my skills in information technology by assisting the offices I have worked in with software and hardware issues.

### **Goals & Objectives**

After completing my Master's in Information Systems Management, I began taking on more Information technology tasks within the government offices which I have served. I strive to use my background in information systems and customer service to provide excellent service to the customers I have served. I have almost 20 years of customer service experience and I believe in treating all individuals with respect and dignity. My goal and objectives are to serve the City of Fayetteville as the City Clerk by utilizing the knowledge, skills, and abilities I have gained over the past 20 years as a customer service driven public servant.



# FAYETTEVILLE HOUSING AUTHORITY

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To Whom It May Concern,

It is my pleasure to recommend Kara Paxton for employment with your organization. I have worked directly with Kara for 7 months during which time she worked as a Housing Choice Voucher Specialist.

I have been impressed with Kara's productivity and desire to streamline processes during the time that she has worked in the office. Mrs. Paxton has updated several program documents to improve the quality of services delivered and her records are always up to date. She has been consistently eager to both learn and implement new strategies. During her time at Fayetteville Housing Authority she has taken the lead with working directly with our technology vendors and had greatly increased her skills. She is someone you can trust to work hard and deliver results.

I recommend Mrs. Paxton without reservation. I am confident that she will establish productive relationships with both staff and consumers, while adhering to all policies.

Please let me know if you have need for additional information.

Sincerely,

Victoria Dempsey  
Operations & Voucher Program Manager  
Fayetteville Housing Authority  
479-521-3850 ext. 120  
victoria@fayettevilleha.org



