

Santa Fe County Proclamation

PROCLAIMING NOVEMBER 15TH 2022 AS “SANTA FE COUNTY ASSESSOR’S OFFICE STAFF DAY” IN RECOGNITION OF CONTRIBUTIONS MADE TO ENSURE QUALITY AND EXCELLENT CUSTOMER SERVICE TO THE COMMUNITY OF SANTA FE COUNTY

Introduced by: Commissioner Anna Hansen and Commissioner Rudy Garcia

WHEREAS, the International Association of Assessing Officers (IAAO) is a professional organization, which has a network of 7,000 members in 90 chapters in the United States and around the world; and

WHEREAS, the Santa Fe County (“County”) Assessor’s Office, under the leadership and guidance of County Assessor Gus Martinez (2015-2022), established a local New Mexico Chapter of IAAO in 2016; and

WHEREAS, the Santa Fe County Assessor’s Office became the first jurisdiction in the state of New Mexico and the 47th jurisdiction (out of 3,007) in the country to receive IAAO’s Certificate of Excellence in Assessment Administration; and

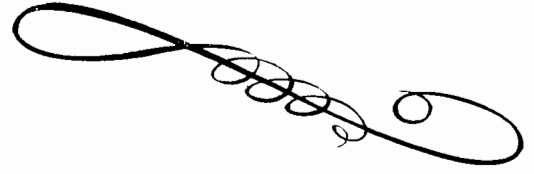
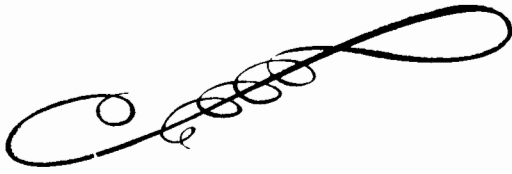
WHEREAS, teamwork, effort, passion, and dedication of staff within the County Assessor’s Office led to the receipt of four national and international awards; and

WHEREAS, the County Assessor led a team of four dedicated employees, including Jennifer C. Romero, Ivan Barry, Tommy Garcia, and Isaiah Romero, who worked diligently over six months to compile, organize, develop, and create a fifteen-page document, presentation, and video featuring how the Assessor’s Office provides five-star customer service to internal and external customers; and

WHEREAS, the team leaders mentioned above relied heavily upon and received tremendous assistance and support from all staff in the County Assessor’s Office and particularly from Jessica Ulibarri, Nicolette Martinez, and Marcella Vialpando as well as from Daniel E. Fresquez, Media Coordinator; and

WHEREAS, the County Assessor’s Office staff were recognized internationally by being invited to conduct four in-person and two virtual presentations on how to they serve the public, providing quality customer service, meet state statutory requirements, and follow IAAO best practice standards; and

WHEREAS, the County Assessor’s Office staff employed technology (including, but not limited to, a state-of-the-art website, social media presence, live chat/chatbot feature, automated forms, use of a CRM portal for Protest and Business Personal Property (BPP) submittals, text messaging updates, implementation of aerial imagery, creation of informational videos and help guides), public outreach, and community recognition via on-site outreaches across Santa Fe County, honoring Veterans and those within our community who made a difference during Heritage Months; and



WHEREAS, in addition to technology and community support, the County Assessor's Office has been instrumental in the creation and deployment of a five to six-year reappraisal plan, eventually reducing it to a three-year plan to improve property assessment; and

WHEREAS, during County Assessor Martinez's eight-year term, the County Assessor's Office created the first Policy and Procedures Manual along with an eight-year plan to ensure stability for the future; and

WHEREAS, the County Assessor's Office staff's passion to build transparency and accountability has created one of the most proficient offices throughout Santa Fe County; and

WHEREAS, County Assessor Gus Martinez's term ends December 2022, the intent of this proclamation is to honor his leadership and staff for their outstanding team efforts.

NOW, THEREFORE, BE IT RESOLVED THAT WE, THE BOARD OF COUNTY COMMISSIONERS OF SANTA FE COUNTY, DO HEREBY PROCLAIM THE 15th OF NOVEMBER, 2022, AS:

“Santa Fe County Assessor's Office Staff Day”

APPROVED, ADOPTED, AND PASSED ON THIS 15TH DAY OF NOVEMBER, 2022.

Anna T. Hamilton, Chair
Commissioner District 4

Rudy N. Garcia, Vice-Chair
Commissioner District 3

Henry P. Roybal
Commissioner District 1

Anna Hansen
Commissioner District 2

Hank Hughes
Commissioner District 5

Gregory S. Shaffer
Santa Fe County Manager

APPROVED AS TO FORM:

Jeff S. Young
Santa Fe County Attorney

ATTESTATION:

Katharine E. Clark
County Clerk

