

# TONYA R GRIER

## SUMMARY

Experienced Certified County Clerk with excellent communication and management skills. Action-oriented with a strong value for efficiency and exceptional customer service.

## SKILLS

- Administrative support
- Customer service
- Deadline-oriented
- Microsoft Office proficiency
- Multitasking and prioritization
- Organization and efficiency
- Results-oriented
- Strong problem solver
- Verbal and writing communication
- Staff motivation

## EXPERIENCE

05/2014 to Current

### Fulton County Government

#### Interim Fulton County Clerk

- Attends all Board of Commission meetings; scribes, records and prepares minutes of the Board of Commissioners meetings and distributes as necessary
- Develops and distributes agendas, information packets and all relevant information and documents for all Board of Commission meetings. Sounds agenda during Board meetings Advertise and post public meetings held by the Board to news media, County departments and the general public.
- Acts as official County Clerk by attesting signatures of the Board of Commissioners and certifies documents maintained by the office of the Clerk.
- Serves as custodian of the official County Seal.
- Supervises staff, including hiring, terminating, disciplining, evaluating, and delegating and prioritizing duty assignments.
- Serves as the Coordinator of Records Management ensuring compliance and directs all records management matters pursuant to the Georgia Records Act.
- Assists the Board of Commissioners with Boards, Authorities, Commissions,
- Serves as liaison and collaborates with all the Board of Commissioners, other Elected Officials, Department Heads and the County Attorney's Office in regards to items for the Board of Commissioners meetings, hearings, agendas, etc.

2014 to 2017

#### Fulton County Deputy Clerk

- Assisted the Board of Commissioners, Department Heads, Appointing Authorities, and the general public with administrative tasks in the absence of the Clerk to the Commission.
- Managed the agenda and minutes of meetings.
- Attended Board of Commissioners, meetings and hearings as assigned by the Clerk.
- Assisted the Clerk to the Commission in managing staff.
- Coordinated training for staff.
- Researched and maintained Commissioners' inquiries to responses regarding the Board's actions.

- Prepared contracts, Clerk's certifications, receipts for certificates, and other important documents as required.
- Prepared and administers official oaths to Commissioners, members of various County boards and task forces, and new employees as required in the absence of the Clerk to the Commission.
- Assisted in the coordination of official County code revisions.

**02/1992 to 12/2011**

**City of Covington**

**2008 to 2011**

**City Clerk**

- Managed the Utility Billing and Administrative Department
- Maintained all vital records.
- Provided administrative support for Mayor and City Council.
- Responsible for revising and advertising City Ordinances.
- Coordinated City elections.
- Resolved citizen complaints.
- Prepared for and recorded minutes of City Council Meetings.
- Collected City Taxes.
- Reviewed and balanced Administrative Department's budget.
- Prepared and presented annual revenue reports to the Mayor and City Council.

**2005 to 2008**

**Customer Service Manager**

- Supervised utility customer service personnel.
- Maintained employees timesheets and annual leave accrual.
- Responsible for employee training.
- Prepared employee evaluations.
- Responded to and resolved customer complaints.
- Responsible for authorizing payment arrangements.
- Assisted billing department with accuracy of utility bills.

**1994 to 2005**

**Customer Service Representative**

- Processed utility and cable bill payments.
- Balanced cash drawer daily.
- Explained utility and cable bills to customers.
- Operated multi line switch board for all incoming calls to the City.
- Established new customer accounts.
- Maintained public works daily logs.
- Generated work orders.
- Dispatched public works personnel.

**1992 to 1994**

**911 Operator**

- Responsible for answering emergency calls and dispatching appropriate personnel.
- Maintained daily logs.
- Provided administrative support to emergency personnel.

**EDUCATION AND TRAINING**

**Master Degree:** Public Administration  
**Troy State University**

**Bachelor of Arts:** Mass Communication  
**University of West Georgia**