

RE-BRANDING: FROM TRIBAL SECRETARY'S OFFICE (TSO) TO BUSINESS COMMITTEE SUPPORT OFFICE (BCSO)

Stephen Webster - Area Manager

Paula "Pogi" King Dessart - Executive Assistant

Lee Cornelius - BC Recording Clerk

Kathy Metoxen - Records Tech II

Debbie Melchert - Administrative Assistant

Heather Heuer - Information Management Specialist

BRIEF HISTORY

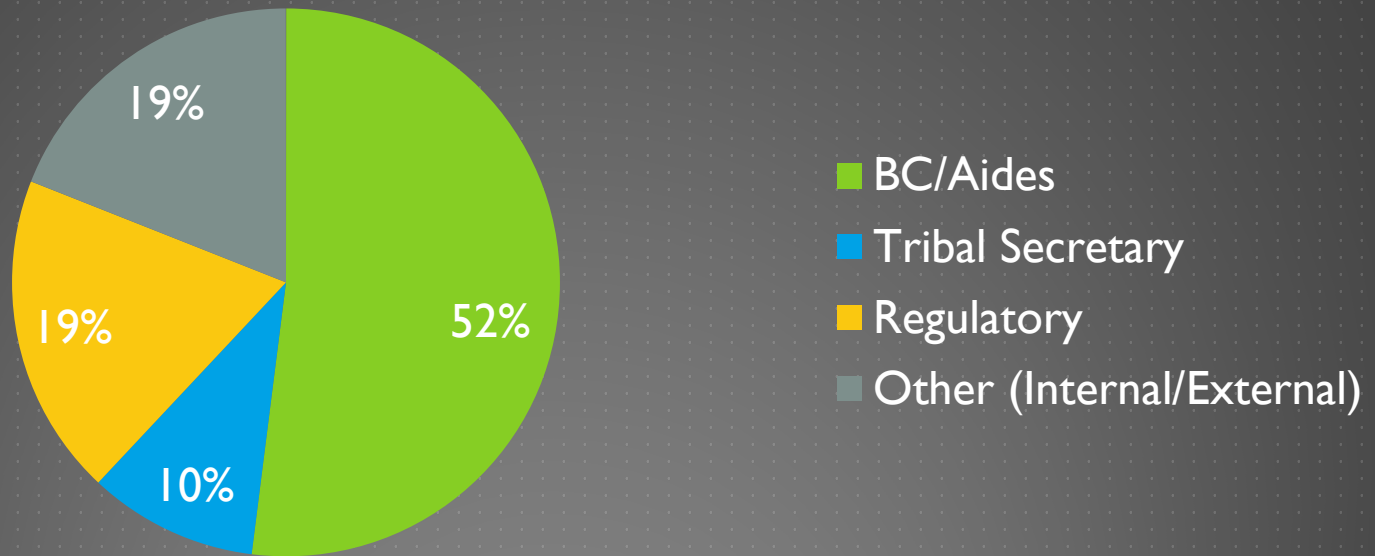
- ▶ Previous terms of Tribal Secretary
 - ▶ “Tribal Secretary’s Office” or TSO
 - ▶ Members Only Website
 - ▶ Tribal Member Information Services/Civic Engagement
 - ▶ Webpage Duties & Responsibilities
 - ▶ Saturday Morning Meetings

WHY RE-BRAND?

- ▶ Create a new experience for our customers and each other
- ▶ Educate the organization/members on what we do
- ▶ Why? To direct calls/inquiries to the right person the 1st time!
- ▶ We provide services to full Committee, not just the TS Office
- ▶ We:
 - ▶ Are Non-partisan, Non-appointed
 - ▶ Are Self-functioning with SOP's
 - ▶ Provide Stability/Continuity in Operations (full-time/permanent)
 - ▶ Have historical knowledge

OUR CUSTOMERS TODAY

Customers by % of BCSO Functions/Services



OBC	Secretary	Regulatory	Other
Travel (all)	Monitor Tribal Secretary Email	Pardons	Information Referrals
Scheduling Meetings	Prep for GTC Meetings	Boards, Committees, Commissions	Notary Duties
E-Polls	Recording Clerk Position	Election Duties	Research
Mail (all)		GTC Petition Processing	Continuous Improvement
Setting up Outside Meetings		Create calendar for quarterly meetings for BCC's	Logistics for GTC
Kronos		GTC Minutes	Make Copies
Budgeting			
Answer Phones			
Maintain Equipment			
A/P (Accounts Payable) Processing all paperwork for invoices/supplies, etc.)			
Prepare/compile agenda packets for BC Meeting			
Records Management Duties			

WHY THE NAME CHANGE?

- ▶ Identify and Clarify roles and responsibilities of the Support staff & the BC Assistants
- ▶ Serve as the core of the BC to accept/refer/direct all inquiries to the appropriate area
- ▶ Because more than half of the Support staff functions and services are to the BC, changing the name to BC Support Office is a more accurate reflection

STRATEGIC PLAN

- ✓ Update office signage
- ✓ Email footer – *“How can the BCSO help you?”*
- ✓ Update Kalihwisaks – *Article and picture*
- ✓ Communications Dept. emails – *“Did you know...?”*
- ✓ Website – *BCSO page*
- ✓ Customer Surveys – *Continual feedback*

WHAT'S NEXT – FUTURE OF BCSCO?

- ▶ Created our own mission and vision statements
 - ▶ **Mission:** “The Business Committee Support Office (BCSO) manages the internal operations of the government and services of our customers.”
 - ▶ **Vision:** “To ensure professional, objective, and quality customer service through maintaining personal integrity and accountability.”
- ▶ Update and formalize functions & processes into SOPs
 - ▶ Ongoing – Identified and created a list of at least 60 SOPs
 - ▶ Since September of 2016: 45% are complete, 18% are near completion, 7% are in a working draft, and 30% are on deck
- ▶ Reinitiate GTC civic engagement projects by keeping them updated, informed, and educated on GTC meetings and processes
 - ▶ Launching a GTC Meetings 101 website
 - ▶ Publishing and disbursing GTC Meetings 101 brochures
- ▶ Streamline BCC's
 - ▶ One stop shop for all needs of Boards, Committees, Commissions
 - ▶ Includes education and training to help BCC members successfully carry out their duties
 - ▶ Increases efficiency, effectiveness, accountability and transparency

YAW^KO!

▶ Questions, Comments, Suggestions???

