

INTRODUCTION LETTER FOR

JEANNE M. SURVELL

CANDIDATE FOR CAMBRIDGE CITY CLERK

MONDAY, JUNE 17, 2019

Honorable City Council Members and Citizens of the City of Cambridge,

It is a pleasure to introduce myself to the City Council and Cambridge citizens as a candidate for City Clerk.

My entire career, aspirations and education have led me to this point. I graduated from Framingham State University in 1989 with my Bachelor's degree in Urban/Regional Planning. My intention was to pursue a Master's degree but instead I raised a family while running a home daycare business. I was able to return to municipal work in 2005 as the Administrative Assistant in Southborough's Building and Zoning Departments. I spent several years there honing my administrative skills as I managed a work force of nine employees while attending and transcribing the minutes and decisions of the Zoning Board of Appeals (ZBA). With my experience and interest in zoning, I was appointed by the Berlin Board of Selectmen to their ZBA. I spent several years with the Board as the Chair furthering my working knowledge and understanding of MGL Chapter 40A and how it applies to individual applications. I learned the nuances of running a meeting while dealing with sensitive issues impacting my fellow citizens. I am currently serving on the City of Fitchburg's ZBA as an alternate member since my interest in zoning has never waned.

In 2012, an opportunity presented itself in the Town of Sterling to be the Assistant Town Clerk. During my tenure, I immersed myself in all aspects of becoming a Town Clerk. In addition to on the job training, I attended classes on how to process vital records, public speaking, records management and municipal finance. Through these intense educational classes, I earned my Certified Municipal Clerk (CMC) credential issued by the International Institute of Municipal Clerks (IIMC). I am currently working towards my Master Municipal Clerk (MMC). The MMC program is an advanced continuing education program that prepares me to perform complex municipal duties. It has an extensive and rigorous educational and professional contribution component and this has led to my appointment on the Election Committee in IIMC's Region One. Simultaneously, I'm pursuing accreditation as a Parliamentarian where I will further develop my knowledge of Robert's Rules to guide the Council during meetings. I currently serve as a Justice of the Peace, a Commissioner to Qualify and a Notary Public.

As the Pepperell Town Clerk for the past two years, my understanding of the intricate responsibilities entrusted to the Town Clerk through Massachusetts General Laws, Town Charter and bylaws have grown immensely. My position requires the complete immersion in the daily

running of the office. A few of the responsibilities are the regular processing of birth, marriage and death certificates, issuing business licenses, website administrator, long range planning of local and State elections, running Town Meetings and implementing strategies to maintain those documents. If chosen as the City Clerk, my goal is to maintain and accurately record the actions of the Council and to foster team work within the Clerk's office.

As a teenager in the 1980s, I spent my time riding the bus from my hometown of Waltham into Harvard Square to hang out. My friends lived in Central Square and my father worked in Boston. It feels like a second home here because it's familiar. It would be a great honor to serve the City of Cambridge as I have a great sentimental knowledge of it and its recent past.

I know I possess the education, the professionalism and determination to successfully run the City Clerk's office and serve the individual members of the City Council and its citizens. What I don't know, I can learn with time and experience. My career history shows I have continually pushed myself to achieve more because I believe in my abilities to succeed. I have no hesitation about my capacity to meet the needs of the City Council members. I will always act and present myself in the best light to reflect the positive actions of the City and the staff of the City Clerk.

I sincerely hope you will seriously consider my application for this prestigious position within the City of Cambridge.

Thank you.

Ms. Jeanne M. Survell
Fitchburg, MA

March 4, 2019

City of Cambridge
City Council Office
Ms. Naomie Stephen
Cambridge City Hall
795 Massachusetts Avenue
Cambridge, MA 02139

Dear Ms. Stephen,

As advertised on the Massachusetts Municipal Association's website, I'm applying for the open position of City Clerk.

I am employed as the Pepperell Town Clerk and previously as the Sterling Assistant Town Clerk. I was also with the Town of Southborough as the Building and Zoning Department's Administrative Assistant. I earned my bachelor's degree from Framingham State in Urban and Regional Planning. I am a Certified Municipal Clerk (CMC), earning my degree in 2016 from the New England Municipal Clerks Institute and Academy that required three years of education and training.

Due to my current position, I am well versed in the role and responsibilities of a Town Clerk. I am responsible for processing all vital records, posting all meetings and agendas, tracking expenses and receipts in the budget, creating the Annual Town Meeting minutes and managing all elections. My duties are very similar to a City Clerk although there are additional responsibilities with this position that I am ready and capable to fulfill; such as, my responsibilities to the City Council. I possess a diverse work and educational background that enables me to adapt to new responsibilities with ease.

I spent several years as the Chair for the Berlin Zoning Board of Appeals and I'm currently sitting on the City of Fitchburg's Zoning Board. Not only am I versed in land use issues but I have my certification as a Notary since 2006 and I'm a Justice of Peace and a Commissioner to Qualify that allows me to swear in other Notaries to office.

Therefore, I feel my knowledge and experience will enhance the current level of professionalism offered in the City of Cambridge. I look forward to hearing from you.

Sincerely,

Jeanne M. Survell

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- Objective:** Secure a position that utilizes my work experience and education while offering opportunities for personal and professional growth.
- Education:** **1985-1989** **Framingham State University**
Bachelor of Arts
- Degree in Geography with a concentration in Urban/Regional Planning
- Computer Skills:** Microsoft Word, Microsoft Outlook, L.L. Database, Excel, Access, Voter Registration Information Systems (State database), Electronic Death and Birth Record System (State database). Site Administrator Town websites
- Work Experience:**
- 2017 - Present** **Town of Pepperell**
Town Clerk
- Process, record and maintain Vital Records; birth, marriage and death
 - Manage/record Annual and Special Town Meetings
 - Run all aspects of Federal, State and Local Elections
 - Issue Doing Business As Certificates; Raffles; Dog Licenses
 - Post meeting and agenda requests
 - Track Appointed and Elected Officials
 - Post minutes for all Town Boards and Committees
 - Collect and deposit Town Clerk fees – track budget
 - Manage Seniors in Tax Work Off Program
 - Process confidential material
- 2012-2017** **Town of Sterling**
Assistant Town Clerk
- Same as Above
- 2005-2012** **Town of Southborough**
Administrative Assistant Building and Zoning Departments
- Provide support to the Building Department
 - Provide secretarial support to the Zoning Board of Appeals
 - Coordinate payroll for nine employees and/or contracted services
 - Serve as the Recording Secretary for the Zoning Board of Appeals
 - Wrote legal Zoning Board of Appeals Decisions
- Certificates:** **Notary Public, Justice of the Peace, Commissioner to Qualify, Certified Municipal Clerk (CMC)**
- Appointments:** **2010-2017 – Chairperson**, Berlin Zoning Board of Appeals
2017-Present – Member, Fitchburg Zoning Board of Appeals