

Dear Fellow Tax Collectors:

The 41st Annual Continuing Education Seminar is upon us and promises to be a special one. After several years of “back to the basics” sessions, we are once again mixing it up with both professional development presentations as well as a core group of sessions relating to basic tax collecting.

We are privileged to have members of our organization who always are willing to step up to the plate to share their wealth of knowledge and experience with us. This year, the first session will be presented by Adam Cohen, Esq., from Pullman and Comley, along with Lisa Biagiarelli, Esq., CCMC and Al Palumbo, CCMC from Norwalk. They will discuss the continuing impact of bankruptcies on tax collection – something we all continue to struggle with.

In the afternoon there will be a session on Customer Service, presented by Kenya Rutland from KJR Consulting. We all strive to deliver excellent customer service daily, but we must admit that there is always room for improvement. Kenya presented at the Northeast Regional conference and was well received – come ready to learn – you won’t be disappointed.

The Thursday morning session will explore how to advantageously leverage technology. Taxpayers have come to expect the ability to conduct business over the internet, including viewing tax information and paying taxes online. Although we will always greet taxpayers with a smile (at least you will if you had attended the Wednesday session on Customer Service), you will find that offering services over the internet is mutually beneficial – it is convenient for the taxpayer and reduces foot traffic in your office, allowing staff extra time for other tax collection tasks.

The afternoon session, presented by Attorney Matthew Miklave from Epstein Becker and Green, will deal with a wide array of Personnel Issues. While some of the topics will be pertinent to Tax Collectors and those in a supervisory position, staff will also benefit from this session as it speaks to office discrimination, disability/medical issues, and even how to handle disputes with fellow employees.

Be sure to join us for the banquet on Thursday evening, as a new slate of officers are sworn in this year. It is with mixed feelings that I hand over the baton (and gavel), to Cinda Buchter, your new Ctx President. The job of Ctx President was made easy because of the amazing people who serve on the CTx Board and various committees. Although I wish I could acknowledge each one of them, space will not allow – I hope you all know who you are. There are so many individuals who volunteer their time tirelessly to this organization – I am in awe of each and every one of them. It has been a most rewarding experience being an officer of this organization these past six years, and I look forward to continued involvement with CTx.

Fondly,

Helene Lefkowitz, CCMC, *President*