

# City Clerk Self Evaluation Response

## Communication Skills:

Rating	EE	ME	AG	NOB
<b>General Communication Skills</b>				
Good command of oral expression.	X			
Good command of written expression.	X			
Expresses ideas clearly and concisely.	X			
Easily comprehends ideas expressed by others.	X			
Ability to explain and understand difficult and complex subjects.	X			
<b>Presentation Skills</b>				
Ability to present effective, quality presentations in public settings appealing to a variety of audiences.		X		
<b>Total</b>				

EE - Exceeds Expectations (EE)

ME - Meets Expectations (ME)

AG - Area for Growth (AG)

NOB - Not Observed/No Basis for Judgement (NOB)



## Comments for Communication Skills:

*I believe that I have exceptional communication skills and will also highlight my dedication to fostering the development of my team's communication abilities. My communication style not only ensures that information is understood, but it also fosters a positive and productive working environment. Whether it's working with public records customers or internal staff, I hope to consistently demonstrate a knack for delivering the right message at the right time.*

*Moreover, through mentorship, coaching, and leading by example, I've empowered colleagues to communicate more effectively which has led to noticeable improvements in team collaboration, project outcomes, and overall morale.*

*My communication skills not only benefit my team but also contribute to the overall success of projects and initiatives.*

## Interpersonal Skills/Relationships:

Rating	EE	ME	AG	NOB
Ability to relate well to others and to make people feel at ease, even in difficult situations.	X			
Ability to gain the trust and confidence of the staff and public.	X			
Fosters contact and cooperation among citizens, community organizations, and other government agencies.	X			
Fosters cooperative communication and positive working relationships with the Council.	X			
<b>Total</b>				

EE - Exceeds Expectations (EE)

ME - Meets Expectations (ME)

AG - Area for Growth (AG)

NOB - Not Observed/No Basis for Judgement (NOB)



### Comments for Interpersonal Skills/Relationships:

*Over the past year, I have focused energy on relational contributions which would have significant impact on our organizational success.*

*As President of the Nevada Clerk's Association, I have dedicated my time to cultivating relationships with fellow members and stakeholders to advance our collective goals. Through strategic initiatives and effective communication, I hope to have elevated the profile of our association and strengthened our future impact on local governance.*

*Additionally, our team worked with the Nevada Secretary of State's Office to successfully complete the candidacy filings for the 2024 election. This achievement exemplifies my adeptness at building trust and rapport with constituents and future City leaders. I was told that my approachable demeanor and genuine interest in understanding their needs resonated, earning their confidence and support.*

*By actively engaging with stakeholders from neighboring jurisdictions, I have facilitated knowledge sharing, collaboration on shared challenges, and the exchange of best practices. These partnerships have not only enhanced our municipality's reputation but also broadened our network of support and resources.*

*My dedication, professionalism, and genuine commitment to fostering positive relationships have set a high standard for our team and inspired others to follow suit.*

## Leadership:

Rating	EE	ME	AG	NOB
Uses sound judgment in decision making.	X			
Seeks out all relevant and necessary data.	X			
Makes decisions in a timely manner.	X			
Stays current on management practices and techniques and seeks to increase his/her value to the City.	X			
<b>Total</b>				

EE - Exceeds Expectations (EE)

ME - Meets Expectations (ME)

AG - Area for Growth (AG)

NOB - Not Observed/No Basis for Judgement (NOB)



### Comments for Leadership:

*Time and again, I demonstrate the ability to navigate complex challenges with confidence and clarity to ensure that my team remains focused and aligned with our objectives. I enjoy weighing various perspectives, assess risks, and make well-informed decisions which has earned me the respect and trust of peers and employees.*

*Whether attending seminars, participating in leadership workshops, or seeking mentorship opportunities, I am consistently seeking to enhance my skills and broaden my knowledge base. I embrace new ideas and methodologies which keeps my team adaptable and resilient but also positioned us for continued success in a rapidly evolving landscape.*

*My leadership and collaboration efforts extend beyond our organization, as I actively engage with municipal peers to exchange insights, collaborate on shared challenges, and explore opportunities for collaboration. By staying connected to broader trends and emerging issues, I can ensure that my team remains at the forefront of innovation and poised to capitalize on new opportunities.*

## Innovation:

Rating	EE	ME	AG	NOB
Receptive to new ideas, suggestions and approaches to make the Clerk's Office a better place.	X			
Exhibits a short-term and long-term forward-thinking approach to the State of the City.	X			
Receptive to a changing environment.	X			
<b>Total</b>				

EE - Exceeds Expectations (EE)

ME - Meets Expectations (ME)

AG - Area for Growth (AG)

NOB - Not Observed/No Basis for Judgement (NOB)



### Comments for Innovation:

*I have a drive for advancing our organization's objectives and delivering tangible benefits.*

*The implementation of digital signatures will be a game-changer for the City of Reno, revolutionizing our document management processes and paving the way for greater efficiency, accuracy, and productivity. Developing the policy and procedure for this technology not only streamlined workflows but also reduced paper usage and minimized errors, resulting in significant time and cost savings for our organization.*

*The efforts to evaluate and improve records management at the Reno Police Department by implementing strategic enhancements has successfully reduced Public Records Requests (PRRs) and turnaround times, leading to greater operational efficiency and improved service delivery. These recommended solutions not only alleviated administrative burdens but also enhanced transparency and accountability at the Reno Police Department.*

*Looking ahead to the upcoming year, I am excited about the initiatives on the horizon, including collaboration with City Manager's Office (Parking Enforcement and Maintenance & Operations) on the launch of a comprehensive parking software. We are working on a Public Records Request system revision and enhancement. As well as, streamlined processes for boards and commissions members and liaisons. My vision and proactive approach to these initiatives promise to bring about transformative change and position our organization for continued success.*

*I am proud to have an innovative spirit and look forward to continuing to lead the Clerk's Office towards even greater achievements in the future.*

## Management:

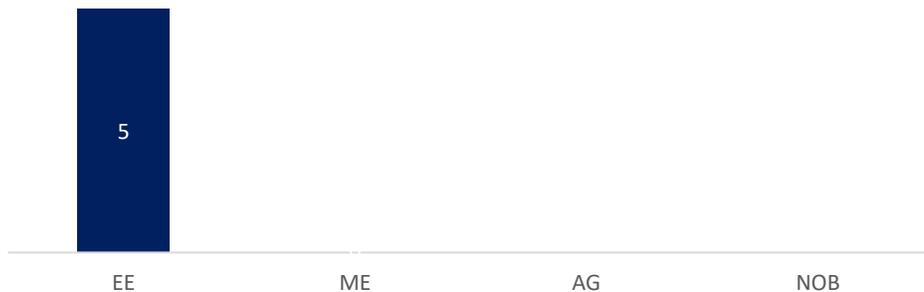
Rating	EE	ME	AG	NOB
<b>Roles of Charter</b>				
Knowledgeable, effective and efficient use of authority granted by the City Charter to the City Manager, the City Council, and other elected or appointed positions.	X			
Respectful of the delegation of powers described in the Charter.	X			
<b>Conduct of City Council Meetings</b>				
Initiates responses to issues and concerns that the Council and/or public poses.	X			
Ability to delegate authority, granting proper authority at the proper times.	X			
Sound judgment in the evaluation of when delegation is appropriate.	X			
<b>Total</b>				

EE - Exceeds Expectations (EE)

ME - Meets Expectations (ME)

AG - Area for Growth (AG)

NOB - Not Observed/No Basis for Judgement (NOB)



### Comments for Management:

*In the last year, I have consistently shown an understanding of each team member's strengths and weaknesses, effectively assigning tasks that align with their capabilities. This approach has optimized productivity but also fostered a positive team dynamic where each member feels valued and empowered.*

*As previously expressed, my engagement with the public, whether for City Council meetings or other public service-related tasks consistently represents the City of Reno as professional and welcoming. I seek to demonstrate strong communication skills and a genuine interest in meeting the needs of others. This has contributed significantly to maintaining positive relationships with the public and enhancing the organization's reputation.*

## General Comments:

*In a brief narrative, please describe:*

What are you most pleased with in your performance?

*I am most pleased with the following aspects of my performance:*

1. **Launching New Processes:** Successfully spearheading the launch of the digital signature process has been a significant accomplishment. The meticulous planning, coordination with cross-functional teams and organizations, and attention to detail throughout the development and implementation process have resulted in a seamless rollout. This achievement not only enhances our organization's technological capabilities but also contributes to operational efficiency and customer satisfaction.
2. **Developing Internal and External Relationships:** Building and nurturing strong relationships, both internally and externally, has been a cornerstone of my performance. By fostering open communication, collaboration, and mutual trust within the team, we have cultivated a supportive and productive work environment. Additionally, establishing and maintaining positive relationships with external stakeholders has been instrumental in driving growth and expanding my network.
3. **Self-Care:** Prioritizing self-care and maintaining a healthy work-life balance has been essential for sustaining high performance and overall well-being. Through effective time management, setting boundaries, and engaging in activities that promote rejuvenation, I have been able to maintain resilience in the face of challenges. This commitment to self-care not only benefits my personal health and happiness but also enhances my productivity and effectiveness in the workplace.

*These achievements reflect my dedication, skills, and commitment to excellence. I am proud of the progress made in these areas and look forward to continuing to contribute positively to the success of our team and organization. What areas for growth would you like to see? Please provide specific suggestions on how you may improve the areas for growth?*

*I see the following opportunities for continued growth:*

1. **Time Management:** Improvement of my time management skills will enhance productivity. While I have made strides in prioritizing tasks and meeting deadlines, there is still room for improvement in optimizing workflow and allocating time effectively to various responsibilities. Developing strategies such as setting realistic goals, utilizing time-blocking techniques, and minimizing distractions will help me better manage my time and accomplish tasks more efficiently.
2. **Room for Error:** Recognizing the inevitability of human error, I acknowledge the need to cultivate a mindset that embraces mistakes as opportunities for learning and growth. While striving for excellence is commendable, it's essential to understand that setbacks and failures are inherent parts of the journey. By fostering a culture of resilience and adaptability, I can better navigate challenges, bounce back from setbacks, and continually improve performance.
3. **Patience:** In a fast-paced work environment, it's easy to feel pressured to deliver results quickly and become frustrated when progress is not immediate. By practicing patience, I can approach challenges with a calm and composed demeanor, allowing for thoughtful decision-making and effective problem-solving. Developing patience will not only enhance my ability to handle stress but also foster stronger relationships with colleagues and stakeholders.

Please provide any additional feedback not previously captured.

*None provided.*

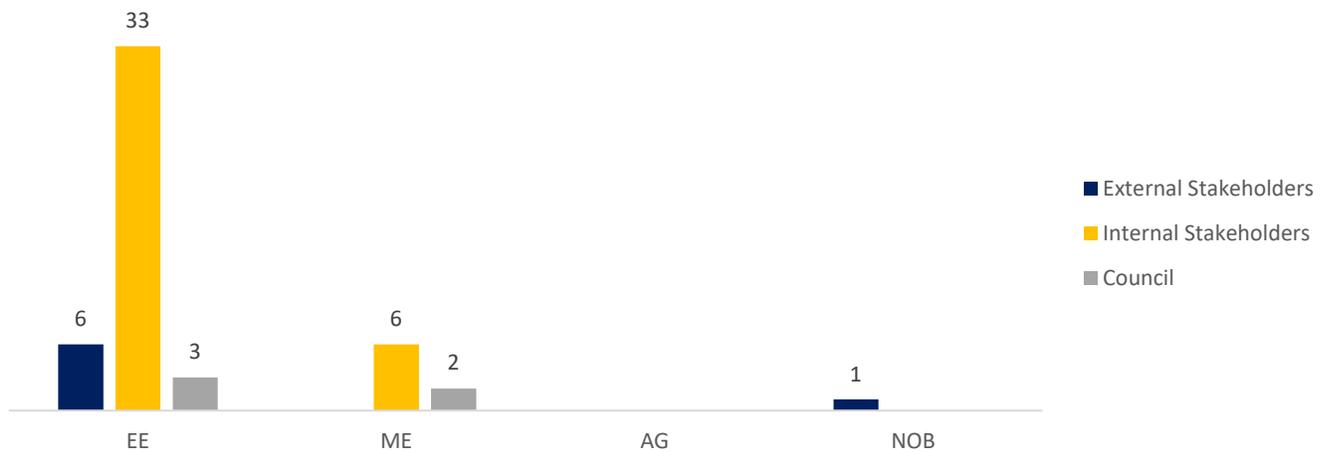
# Internal Stakeholders, External Stakeholders, & Council Responses

## Communication Skills:

### General Communication:

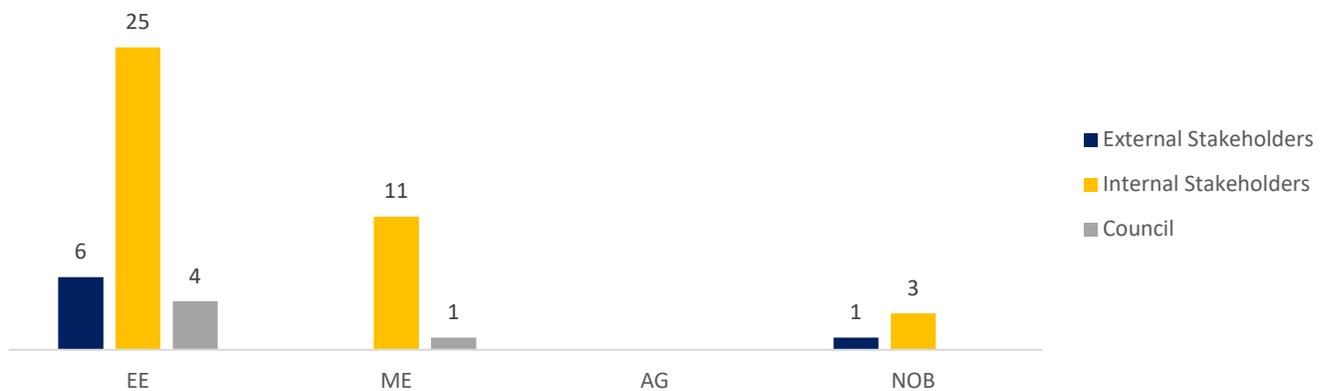
Good command of oral expression.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	6	33	3	42	82.35%
Meets Expectations (ME)	0	6	2	8	15.69%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	1	0	0	1	1.96%



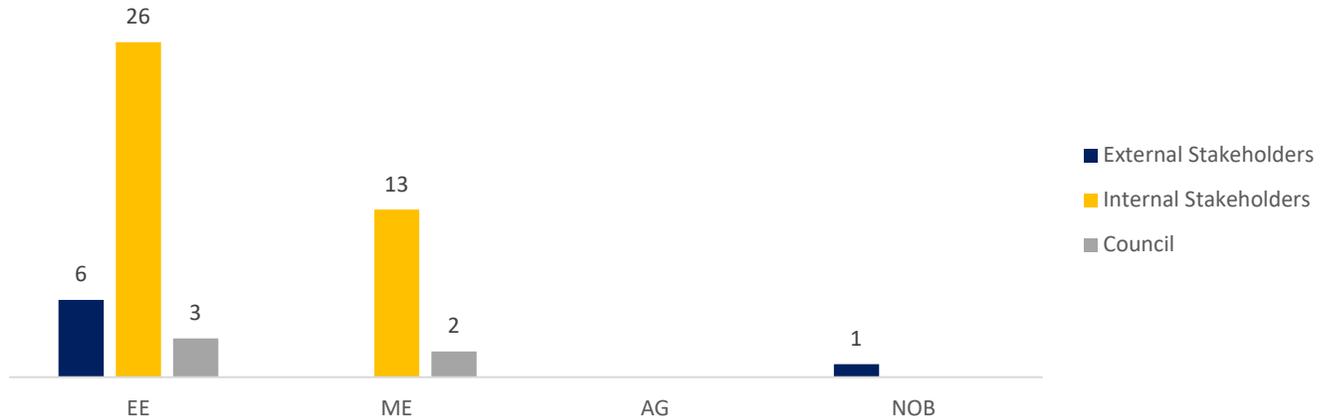
Good command of written expression.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	6	25	4	35	68.63%
Meets Expectations (ME)	0	11	1	12	23.53%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	1	3	0	4	7.84%



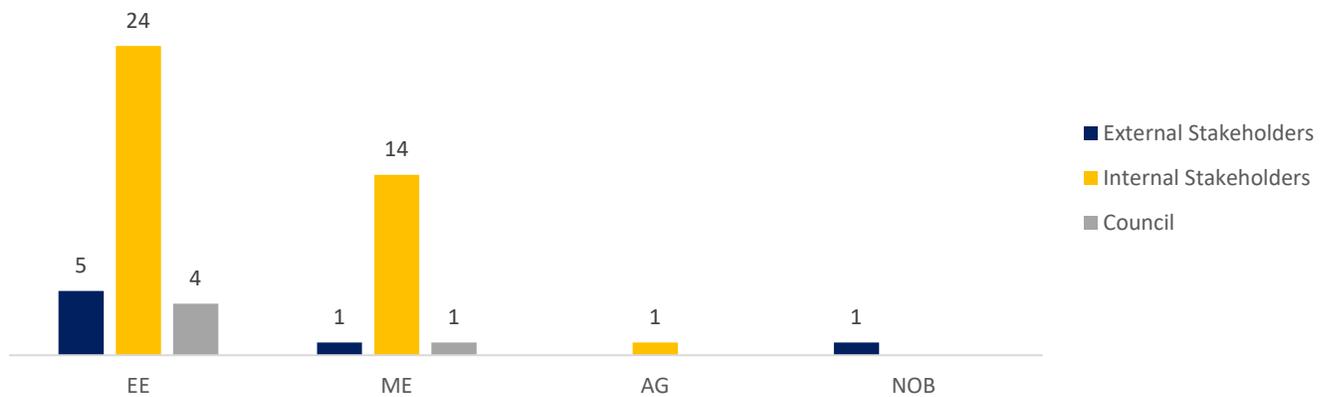
Expresses ideas clearly and concisely.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	6	26	3	35	68.63%
Meets Expectations (ME)	0	13	2	15	29.41%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	1	0	0	1	1.96%



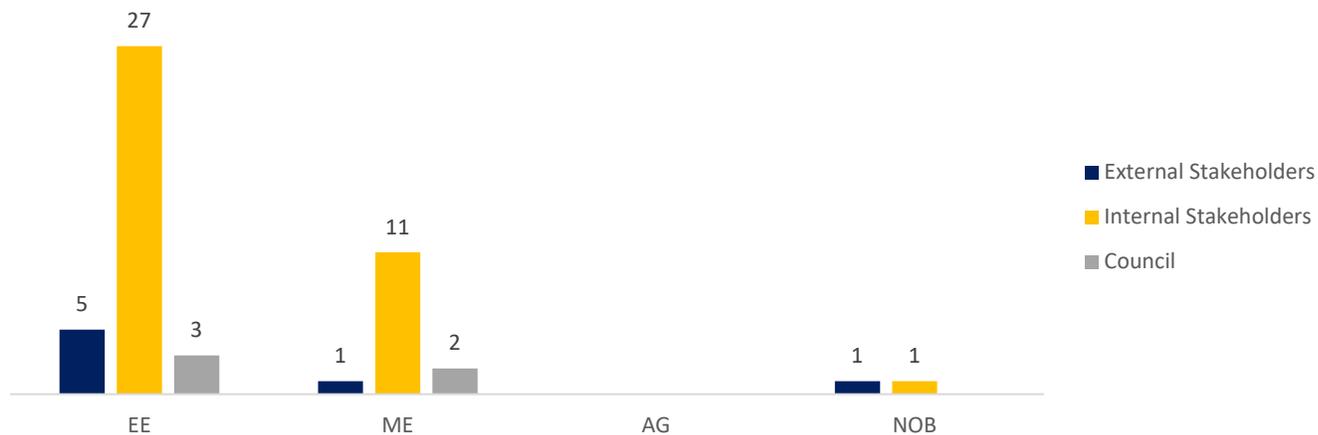
Easily comprehends ideas expressed by others.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	5	24	4	33	64.71%
Meets Expectations (ME)	1	14	1	16	31.37%
Area for Growth (AG)	0	1	0	1	1.96%
Not Observed/No Basis for Judgement (NOB)	1	0	0	1	1.96%



Ability to explain and understand difficult and complex subjects.

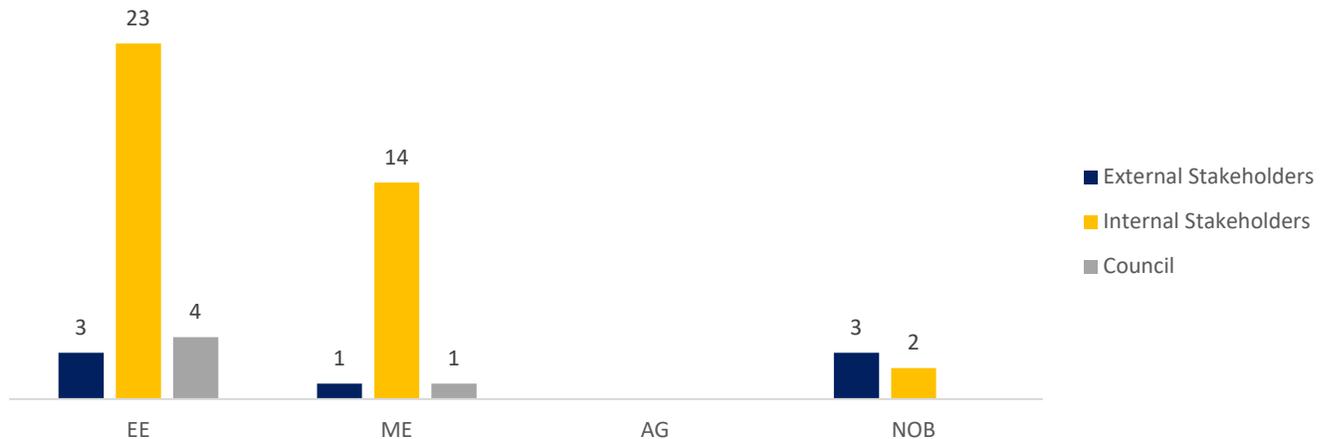
Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	5	27	3	35	68.63%
Meets Expectations (ME)	1	11	2	14	27.45%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	1	1	0	2	3.92%



## Presentation Skills

Ability to present effective, quality presentations in public settings appealing to a variety of audiences.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	3	23	4	30	58.82%
Meets Expectations (ME)	1	14	1	16	31.37%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	3	2	0	5	9.80%



### Comments for Communication Skills:

#### **External Stakeholders:**

- *Developing and communicating goals that align with the City's mission, vision, and purpose is a multi-faceted process that involves strategic planning, clear communication, and continuous engagement with stakeholders.*
- *Mikki's ability to develop and communicate goals in support of the City's mission, vision, and purpose involves a strategic and inclusive approach. By engaging stakeholders, setting SMART goals, prioritizing tasks, and maintaining clear and open communication, she ensures that everyone understands their role and the importance of their contributions. Continuous monitoring and the willingness to adapt further support the successful attainment of these objectives. Through this comprehensive process, she can effectively drive progress and achieve the City's long-term aspirations.*
- *Mikki is extremely well spoken and has professional written communication. In my experience with Mikki, her communication, whether verbal or written, is always well thought out and delivered appropriately.*
- *My experience with Mikki's Communication Skills are primarily through her leadership in the Nevada Municipal Clerk's Association. She is an excellent communicator with clear and concise messaging and genuine interest in everyone at the table's opinion.*
- *Mikki is very involved in the Nevada Municipal Clerks Association and continually demonstrates excellent communication.*

#### **Internal Stakeholders:**

- *The City Clerk overall has exceptional communication skills. She communicates clearly, respectfully all while being direct and honest.*
- *Mikki is extremely knowledgeable, thorough, and a pleasure to work with. She is extremely dedicated to detail and process and is a valuable asset to the City of Reno.*
- *Mikki's communication skills are excellent, far exceeding expectations and setting a high standard for leaders around her.*
- *Mikki prepares her self for presentations*
- *Mikki is a very effective communicator.*
- *This is an notable area of strength for the City Clerk.*
- *I suggest you continue to assert yourself when needed.*
- *Mikki does a good job of communicating when we are providing her team with challenges without it feeling like an attack. She does a good job with communicating needs in advance and balancing our department needs within her functions.*

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- *All around awesome and responsive.*
  - *Mikki is a great communicator, she is able to be in uncomfortable setting with on the spot difficult questions and communicate effectively in those situations.*
  - *Mikki is always communicative with internal staff, and as a board staff liaison I know that I can depend on the Clerk and her office for efficient and accurate communications.*
  - *Mikki exemplifies exceptional communication skills by fostering a transparent and cohesive work environment. She sets a remarkable example for our team.*
  - *Great at effectively coordination the team through coordination and clearly explain topics*
  - *Mikki demonstrates very good communication skills on a regular basis*
  - *Mikki is a great communicator in word and speech.*
  - *Excellent communication with other department heads.*
  - *Ms. Huntsman is a critical member of the City team and is quick to collaborate on issues and needs ensuring we get to a solution that improves service to our city.*
  - *I find Mikki to be very concise in her communication with others.*

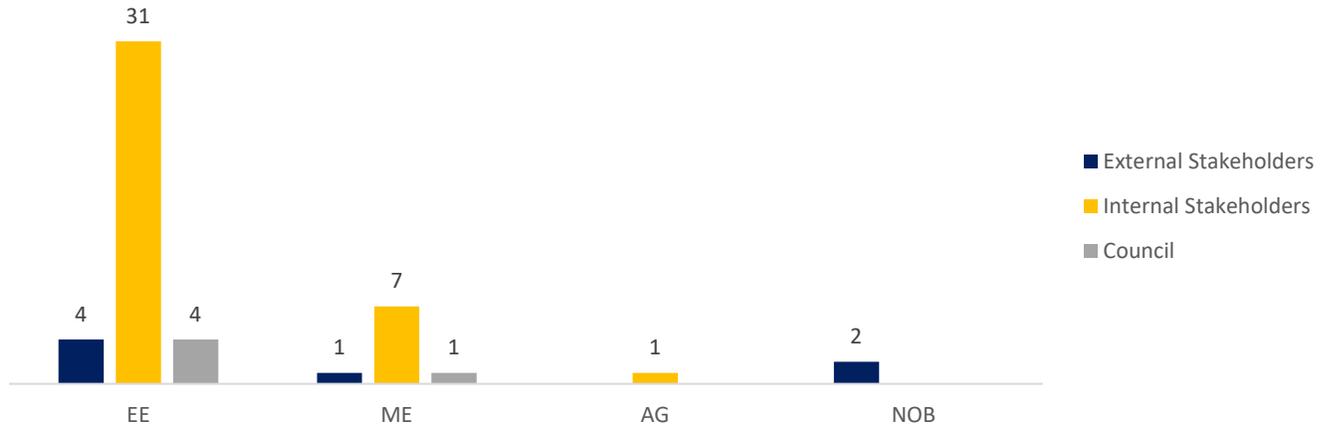
**Council:**

- *The City Clerk does an extraordinary job with maintaining public records, ensuring the flow of council meetings, and the ability to respond to staff/community members.*
  - *Ms. Huntsman is an adept communicator and is always improving her skills.*
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## Interpersonal Skills/Relationships:

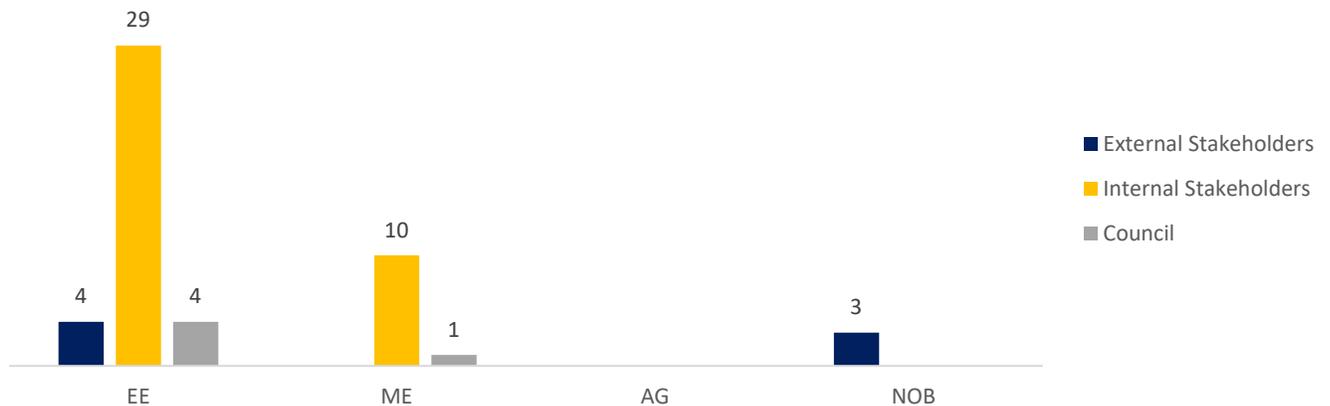
Ability to relate well to others and to make people feel at ease, even in difficult situations.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	4	31	4	39	76.47%
Meets Expectations (ME)	1	7	1	9	17.65%
Area for Growth (AG)	0	1	0	1	1.96%
Not Observed/No Basis for Judgement (NOB)	2	0	0	2	3.92%



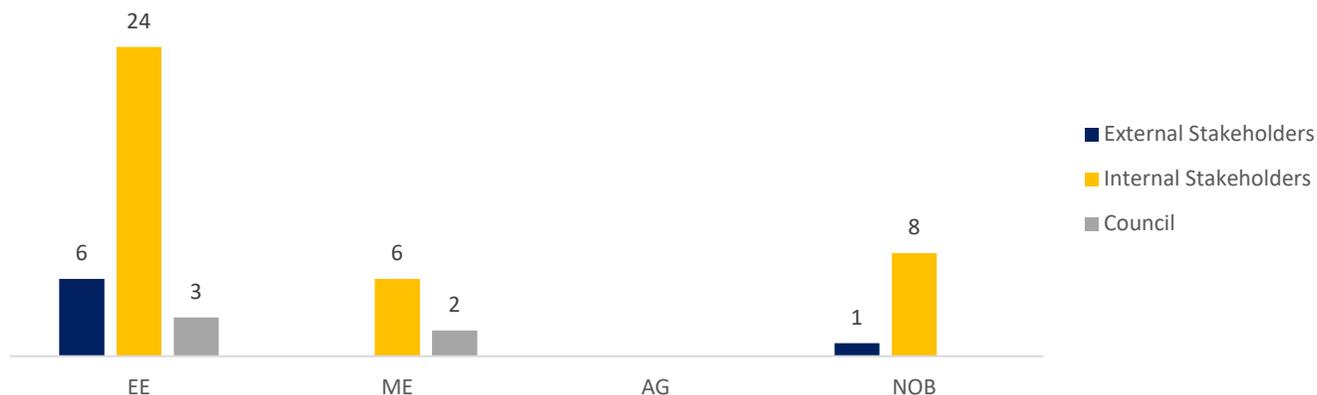
Ability to gain the trust and confidence of the public.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	4	29	4	37	72.55%
Meets Expectations (ME)	0	10	1	11	21.57%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	3	0	0	3	5.88%



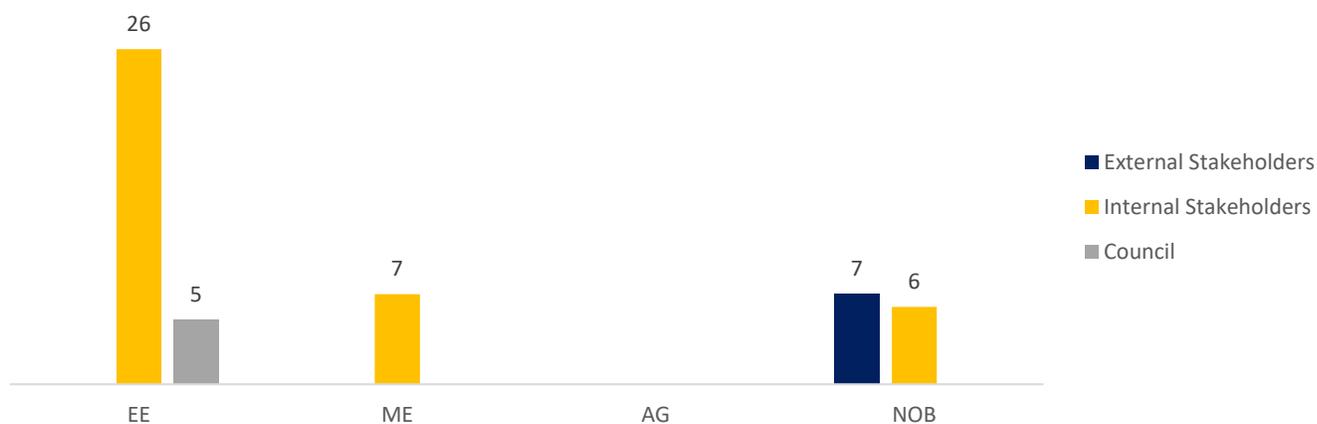
Fosters contact and cooperation among citizens, community organizations and other government agencies.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	6	24	3	33	66.00%
Meets Expectations (ME)	0	6	2	8	16.00%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	1	8	0	9	18.00%



Fosters cooperative communication and positive working relationships with the Council.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	0	26	5	31	60.78%
Meets Expectations (ME)	0	7	0	7	13.73%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	7	6	0	13	25.49%



Comments for Interpersonal Skills/Relationships:

**External Stakeholders:**

- Mikki is a natural born leader who demonstrates competencies in the following areas: Establishing trust, communicating clarity, providing recognition, reinforcing organizational health, thinking globally, business and political acumen as well as community engagement.
- Mikki has great relationships with her counterparts in other agencies. I know if I ever have any questions or concerns regarding, I would not hesitate to reach out to Mikki. Mikki has always been there to assist in any way she can.

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- *Mikki always exchanges her thoughts and ideas to her peers and has become valuable to the team.*

**Internal Stakeholders:**

- *The City Clerk's interpersonal skills and relationships thrive and are a good representation of her integrity and values.*
- *Areas for growth would include more patience and understanding towards others. Specifically when their communication skills may not be clear or when others struggle with conveying their ideas.*
- *Mikki demonstrates outstanding interpersonal skills by building strong and trusting relationships with colleagues and customers alike. Her genuine empathy and approachability create a welcoming atmosphere, fostering teamwork and driving success. She consistently goes above and beyond to understand and support the needs of others which makes her an invaluable asset.*
- *Mikki's excellent communication skills lend themselves to excellent relationship building skills. Mikki is great at creating strong relationships with staff and the public.*
- *Yes she works very closely to make sure expectations are made.*
- *Very good with our staff and her staff are a reflection of her. Very helpful and understanding of the challenges other departments are facing and quickly moves to support them.*
- *Mikki has created an open and dynamic relationship with many city departments, and has used her personal relationship building prowess to advance existing and create new relationships, breaking silos and creating efficiencies City wide.*
- *Shows open support of other people/identities*
- *Mikki is very direct in her communication with others which helps to build a sense of trust when interacting with her.*
- *Mikki's interpersonal skills are one of her best assets. She has a great relationship with the other departments.*
- *Ms. Huntsman is a collaborative leader and works to ensure her office and her team are part of citywide needs and solutions.*
- *I have never worked anywhere else, where I have been made to feel as comfortable in the workplace. Very openminded in regards to working relationships.*

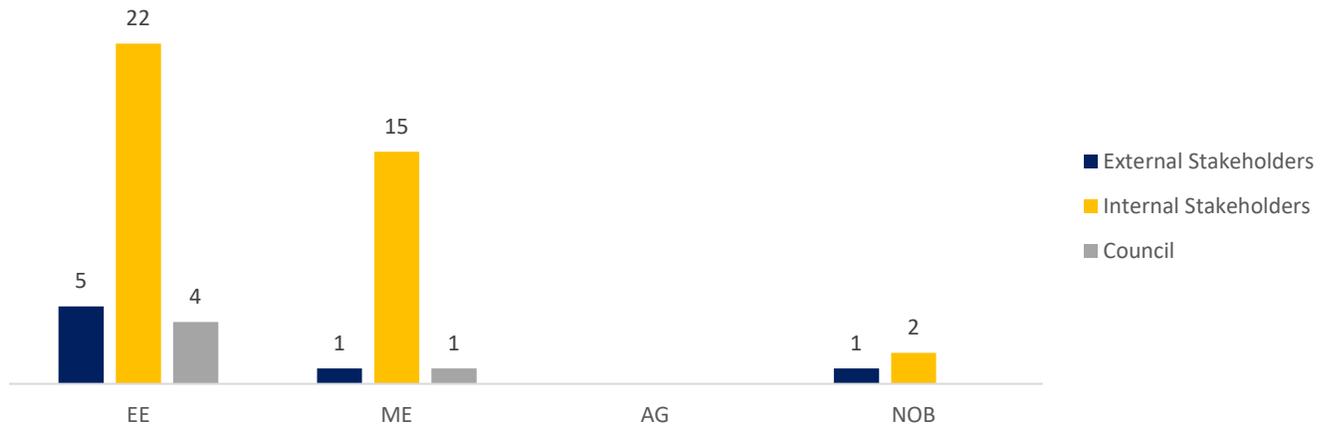
**Council:**

- *The Clerk does a good job at including all departments to complete municipal needs.*
  - *Ms. Huntsman is a leader in her office and THROUGHOUT the City. She is an invaluable member of the City and the entire community.*
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## Leadership:

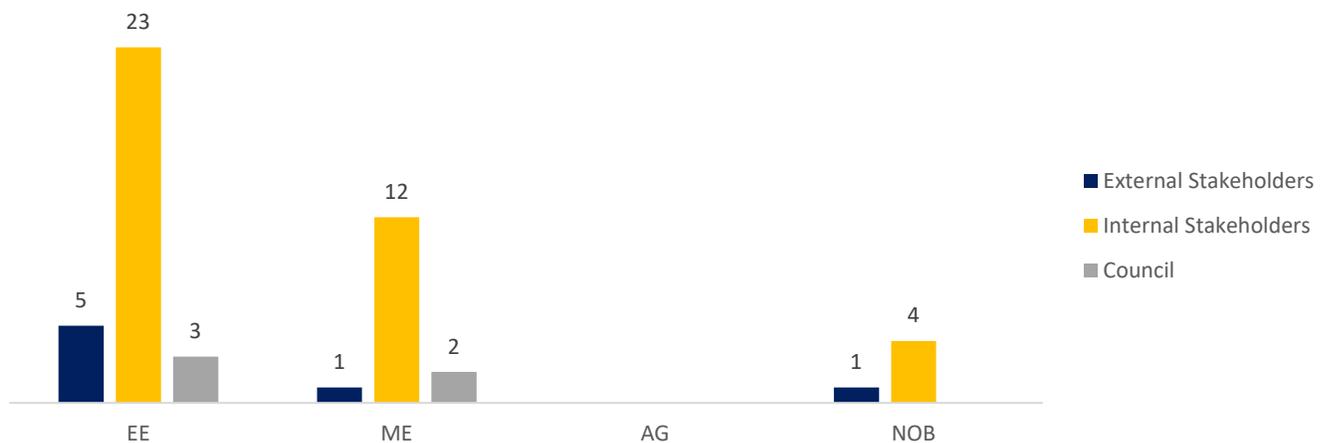
Uses sound judgment in decision making.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	5	22	4	31	60.78%
Meets Expectations (ME)	1	15	1	17	33.33%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	1	2	0	3	5.88%



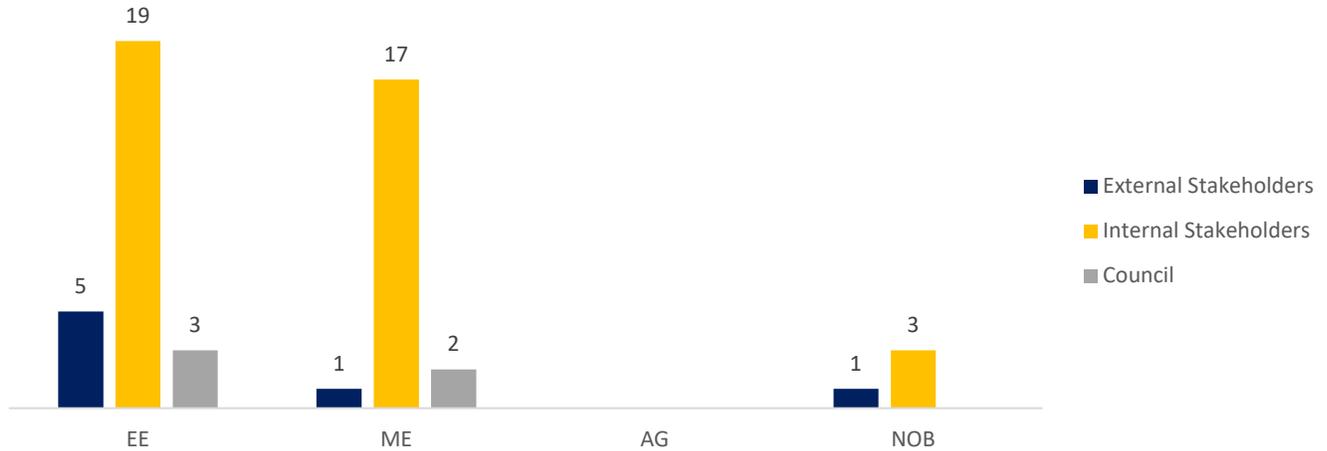
Seeks out all relevant and necessary data.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	5	23	3	31	60.78%
Meets Expectations (ME)	1	12	2	15	29.41%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	1	4	0	5	9.80%



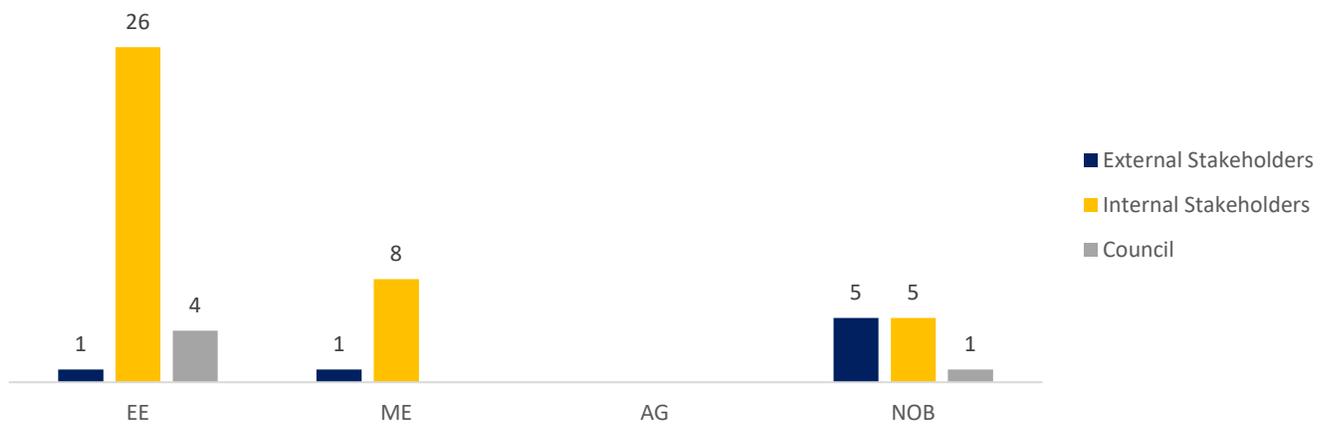
Makes decisions in a timely manner.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	5	19	3	27	52.94%
Meets Expectations (ME)	1	17	2	20	39.22%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	1	3	0	4	7.84%



Stays current on management practices and techniques and seeks to increase his/her value to the City.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	1	26	4	31	60.78%
Meets Expectations (ME)	1	8	0	9	17.65%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	5	5	1	11	21.57%



Comments for Leadership (Culture):

**External Stakeholders:**

- Mikki has been instrumental in cultivating a robust leadership culture at the City of Reno, focusing on empowerment, collaboration, and continuous development. By fostering an environment where open communication and feedback are encouraged, Mikki ensures that every team member feels valued and heard. This inclusive approach has built a foundation of trust and mutual respect, essential for effective leadership. Mikki emphasizes the importance of collaboration across departments, promoting cross-functional teams and interdepartmental projects that leverage diverse perspectives and skills. This strategy not only enhances problem-solving and innovation but also allows

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*emerging leaders to gain exposure to different facets of municipal operations, broadening their experience and understanding.*

- I do not have direct experience with Mikki in a leadership role on the job, however Mikki has recently taken on the role of President for the Nevada Municipal Clerks Association and I am excited to work with her to implement change and grow the organization.*
- Mikki always has a positive attitude and is an excellent problem solver.*

**Internal Stakeholders:**

- The City Clerk is a leader who represents, practices, and performs with grace, confidence, and awareness. She has shown dedication to growing and inspiring not only her direct team but also those around her.*
- Overall I believe Mikki fosters a positive and effective leadership culture within the organization.*
- Mikki takes her position as a leader seriously and as such, makes all decisions with a high level of respect and integrity. Mikki seeks out as much information as possible to make a well-informed decision and always keeps the values and goals of the organization in mind.*
- Mikki is always looking to make sure the Team keeps growing personal and professional*
- Mikki gets very busy and is pulled in a lot of directions. Sometimes it takes her (and her staff) a bit of time to get back to you. This is not a criticism but rather a function of being exceptionally busy.*
- She and her team are very responsive and seem very welcoming as you enter or leave City Hall. In observing some interactions with staff this seems to be consistent across her employee base. Also, Mikki is just fun to be around and a real day brightener.*
- From what I have seen of the Clerks Office, Mikki's is an inspiring and effective leader.*
- Always make sure team stays on top of trainings and information and will actively seek out help from other city recourses to help out and inform team members.*
- Mikki has done a lot to improve the culture of her department and the City. She is a strong leader in the orginzation.*
- Mikki has a strong work team that supports her leadership. Mikki also serves as President of her association in a statewide capacity.*
- The Clerk's Department is a well-oiled machine. The regular team huddles and consistent messaging is seen on a daily/weekly basis from other departments.*
- It is clear that Ms. Huntsman puts a lot of effort and pride into leading her team and ensuring they have the training and resources needed to be successful.*
- Mikki is always looking for ways to increase and perfect her skills.*

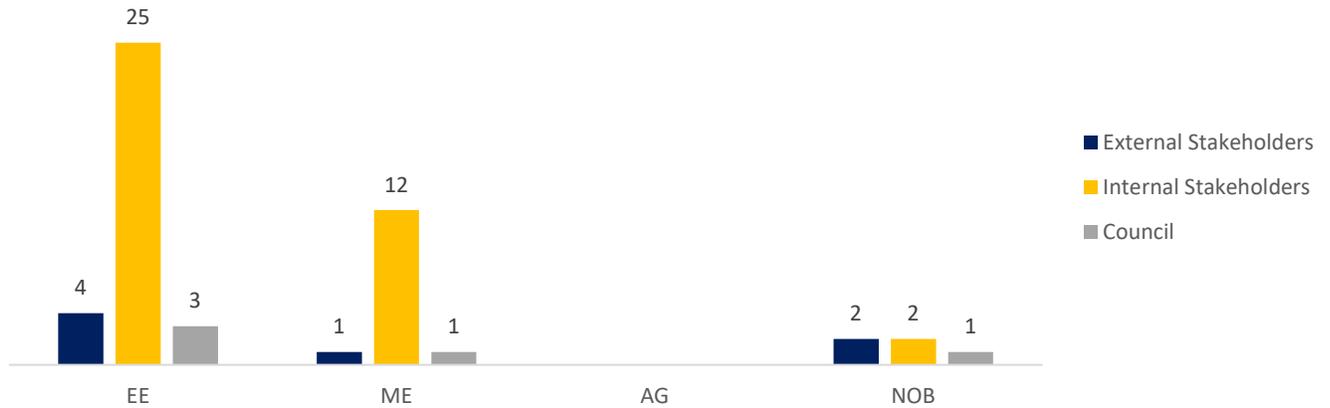
**Council:**

- The staff within the clerks office seem appreciated and undergo her leadership.*
  - There is nothing Ms. Huntsman cannot accomplish. I think she is growing as a professional. More importantly, she seeks to improve others. She grows people into the profession in a way that exhibits incredible leadership.*
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## Innovation:

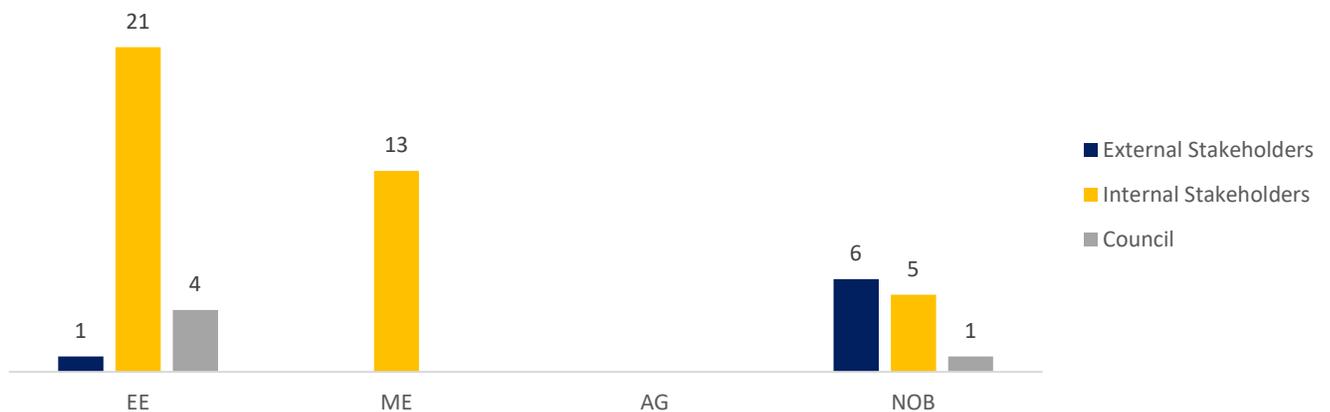
Receptive to new ideas, suggestions and approaches to make the Clerk's Office a better place.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	4	25	3	32	62.75%
Meets Expectations (ME)	1	12	1	14	27.45%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	2	2	1	5	9.80%



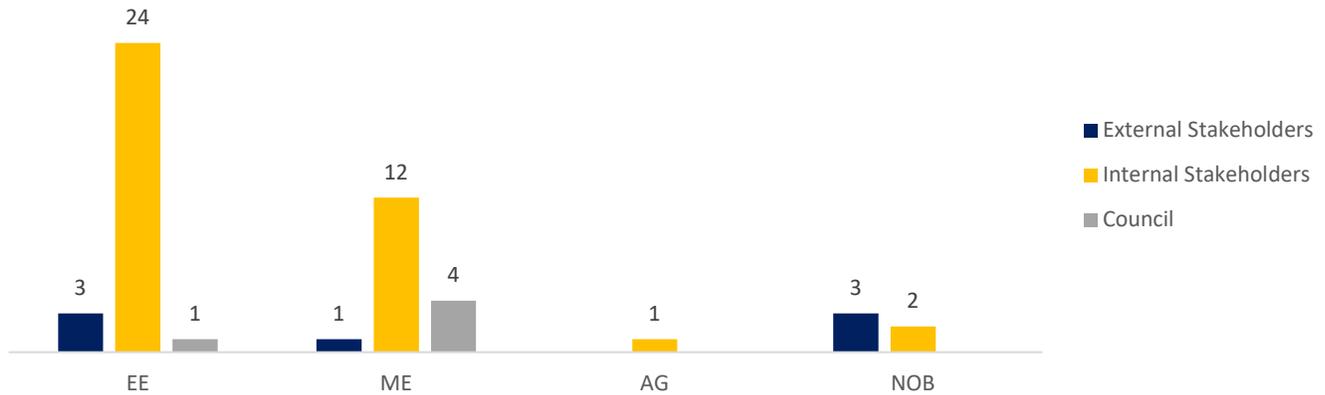
Exhibits a short-term and long-term forward-thinking approach to the State of the City.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	1	21	4	26	50.98%
Meets Expectations (ME)	0	13	0	13	25.49%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	6	5	1	12	23.53%



Receptive to a changing environment.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	3	24	1	28	54.90%
Meets Expectations (ME)	1	12	4	17	33.33%
Area for Growth (AG)	0	1	0	1	1.96%
Not Observed/No Basis for Judgement (NOB)	3	2	0	5	9.80%



#### Comments for Innovation:

##### External Stakeholders:

- Mikki exhibits the importance of innovation in her leadership style at the City of Reno by consistently championing new ideas and approaches that enhance city operations and improve community services. She encourages her team to think creatively and adopt cutting-edge technologies, ensuring that the city remains at the forefront of municipal innovation. Mikki's leadership is characterized by a willingness to take calculated risks and explore unconventional solutions to longstanding challenges, fostering an environment where experimentation and learning from failures are embraced.
- Working with other municipalities in the State that are using PrimeGov/Granicus, I recognized and appreciated Mikki's willingness to move forward with new programs that benefit Clerk's and citizens. Not everyone welcomes change.

##### Internal Stakeholders:

- The City Clerk is open minded and entertains new innovations/recommendations from all parties. She adapts and manages well to change. This City Clerk has spent a lot of time within our organization in various roles; she has always exuded a positive, forward-focused approach on processes and organizational goals.
- Mikki is an innovator and not only is open to new ideas, but actively encourages her staff and others to find new and more efficient ways to do things.
- Mikki expectations of our department are always clear and concessive
- Mikki is extremely flexible and willing to pivot when needed.
- I don't have a ton of awareness here. But I've never observed anything to the contrary. We'll see after the election :)
- The Clerk recently led a series of technology upgrades in the Council Chamber, which have included new cutting edge technologies to help make the meetings more accessible to all. Her office has also made several changes to their board processes which have led to major process efficiencies.
- Only reason I say there may be some room for growth is because of the struggles we have had adapting to the new Microsoft office platform but that is also a city wide issues.
- Mikki seeks out opportunities to learn and to determine if new technology can adapt to improve processes of records management.
- Constant change is not only normal, but expected this day and age in local government.
- Mikki brings an enthusiasm to the City Clerk's Office and is always looking for ways to improve.

##### Council:

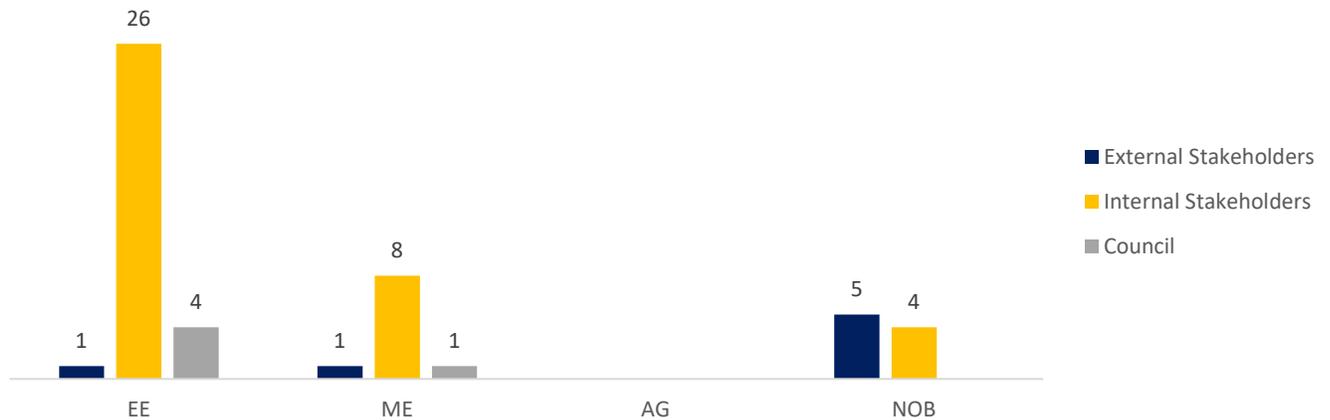
(No comments provided)

## Management:

### Roles of Charter

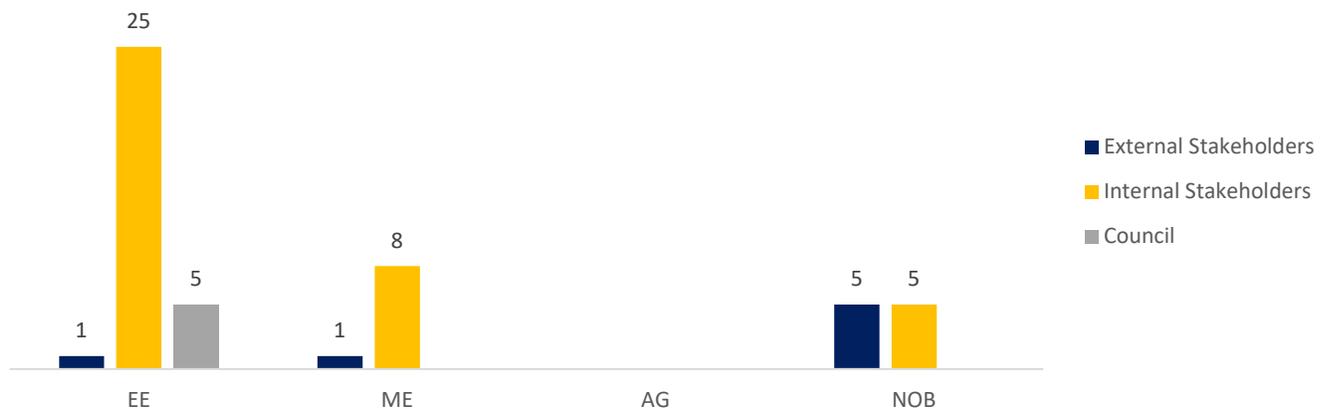
Knowledgeable, effective and efficient use of authority granted by the City Charter to the City Manager, the City Council, City Clerk, and other elected or appointed positions.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	1	26	4	31	62.00%
Meets Expectations (ME)	1	8	1	10	20.00%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	5	4	0	9	18.00%



Respectful of the delegation of powers described in the Charter.

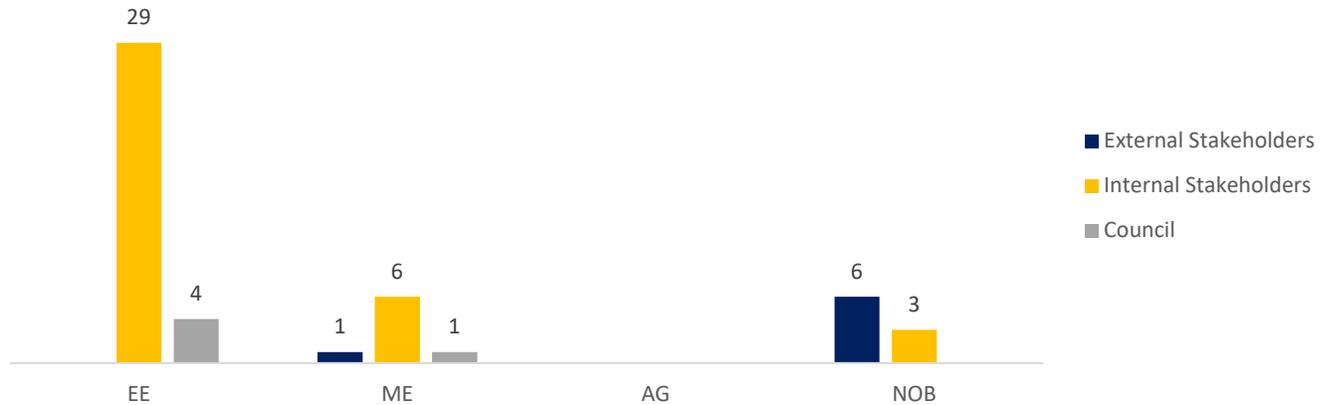
Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	1	25	5	31	62.00%
Meets Expectations (ME)	1	8	0	9	18.00%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	5	5	0	10	20.00%



## Conduct of City Council Meetings

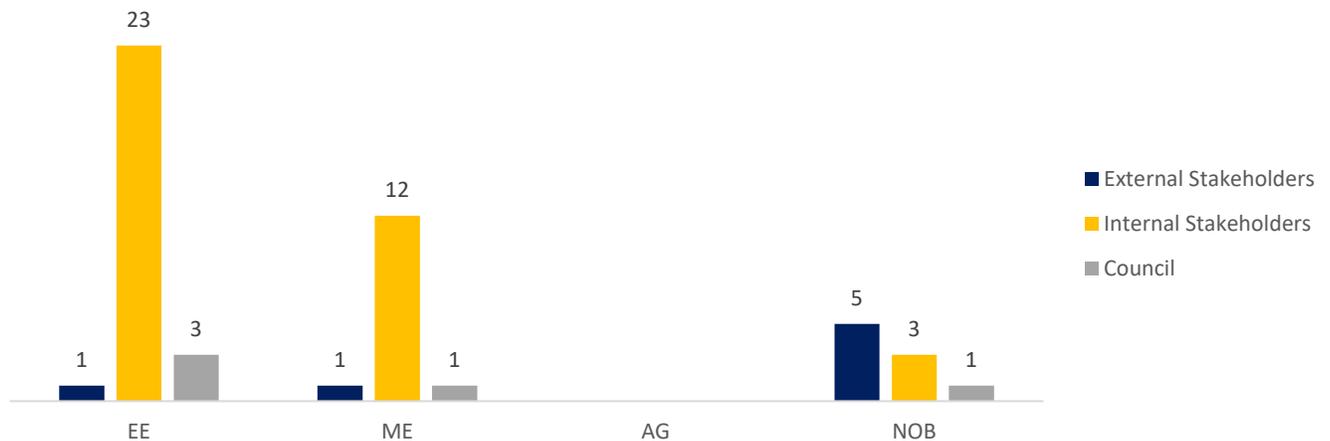
Initiates responses to issues and concerns that the Council and/or public poses.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	0	29	4	33	66.00%
Meets Expectations (ME)	1	6	1	8	16.00%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	6	3	0	9	18.00%



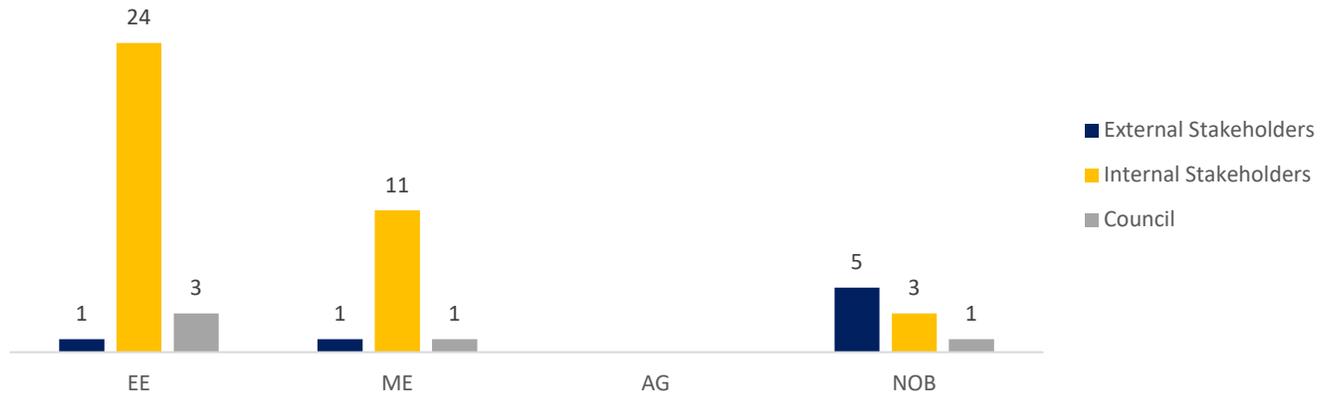
Ability to delegate authority, granting proper authority at the proper times.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	1	23	3	27	54.00%
Meets Expectations (ME)	1	12	1	14	28.00%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	5	3	1	9	18.00%



Sound judgment in the evaluation of when delegation is appropriate.

Rating	External Stakeholders	Internal Stakeholders	Council	Total	Total %
Exceeds Expectations (EE)	1	24	3	28	56.00%
Meets Expectations (ME)	1	11	1	13	26.00%
Area for Growth (AG)	0	0	0	0	0.00%
Not Observed/No Basis for Judgement (NOB)	5	3	1	9	18.00%



Comments for Management:

**External Stakeholders:**

*(No comments provided)*

**Internal Stakeholders:**

- *This City Clerk does a tremendous job owning her space in a respectful and admirable manner. She uses her influence to encourage others to grow and be the best versions of themselves. For that reason, I am extremely grateful and appreciative to know and learn around this youthful, intelligent, and admirable City Clerk!*
- *Mikki is always professional when she directs to public and council members.*
- *n/a*
- *Seems to not only be very skilled, but has led her team to be the same way in her stead. Good leader of the people in her team and seems genuinely concerned with their growth and quality of life.*
- *Mikki has a deep understanding of the Charter, and uses that understanding to ensure Council Meetings stay in the bounds of the law, and to help Council achieve their strategic priorities.*
- *I have not had much time to see Mikki in these roles but from what I have seen she goes above and beyond to ensure her role in undertaken with great responsibly, respect and understanding of her authority*
- *Well balanced management between the politics and the day to day operations.*

**Council:**

- *Exemplary! 100/100*

## General Comments:

*In a brief narrative, please describe:*

What are you most pleased with in the City Clerk's performance?

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### **External Stakeholders:**

- *I am incredibly pleased with the outstanding performance of Mikki. The dedication and commitment to excellence demonstrated consistently have had a significant positive impact on the city's operations and governance. Mikki's meticulous attention to detail ensures that all records are accurately maintained, meeting both legal requirements and the highest standards of transparency. This level of precision not only builds trust with Reno's citizens but also enhances the efficiency of your internal processes.*
- *Mikki has been a great ally for myself and all Nevada Municipal Clerks. I appreciate Mikki's no nonsense honest approach and her ability to remain calm in high stress situations. I would never hesitate to call on Mikki for any questions I had regarding my own position, legislative assistance, or personal guidance.*
- *Mikki is a clear communicator who focuses on ensuring all of the Nevada Clerks' are aware of meetings and legislation that may affect our roles as City Clerks.*
- *She is open, honest and willing to work for the greater good*

### **Internal Stakeholders:**

- *I think Mikki is extremely smart and can communicate and express her thoughts very well. She is always looking for ways to grow her team.*
  - *I appreciate Mikki's approach of fostering and developing the teams communication skills by setting up workshops regarding the different types of communication, as well as fostering a safe work environment to have an open line of communication.*
  - *She has an impeccable ability to make people feel comfortable and positive about themselves.*
  - *Attention to detail, knowledge of City roles and policies, communication skills, and ability to adapt to change.*
  - *Mikki has great communication skills and is excellent at building relationships and connecting people where needed. Mikki has a strong internal compass and focuses on progress and innovation while remaining aligned with professional goals and values for herself, her staff and the organization as a whole.*
  - *Ability to set boundaries and stick to them.*
  - *That she is always willing to help you grow in your professional carrier and always understanding*
  - *Mikki is knowledgeable and wise. She always knows when to step in/ providing a helping hand to various boards at their meetings*
  - *Mikki is incredibly supportive of her team and seeks to make everyone around her more successful. She is always looking for ways to improve herself and the team.*
  - *The Clerk and the Clerk's office has always been helpful and efficient.*
  - *Mikki is responsive and always has a positive attitude.*
  - *Mikki is always willing to work with staff and the public to find solutions.*
  - *Communication skills.*
  - *Mikki is always responsive, approachable and just a joy to work with.*
  - *Flexibility, management skills, communication.*
  - *Responsiveness and stands with you to help make the best decision.*
  - *All around responsiveness and the responsiveness of her staff. Pleasure to work with.*
  - *Mikki's commitment to improving internal board processes, through things like the post meeting upload form, have been incredibly appreciated.*
  - *Communication skills, ability to work across departments, and managing of her team.*
  - *Does a great job of facilitating a professional, supportive, and productive environment, keeps everything running smoothly. Cares very much about her work and takers her role responsibly while also keeping up great morale.*
  - *Her knowledge of the position/department.*
  - *The City Clerk and cultivated a team that works well with other departments and is responsive to questions and needs of other City departments.*
  - *Mikki is able to remain calm and collected in challenging environments. She is confident in her processes and maintains control without being overly controlling.*
  - *Collaboration with others to move projects forward*
  - *Mikki is a total professional in the role as City Clerk. She has taken that department and made constant improvement since her first day in this role.*
  - *Not only does the City Clerk provide a great place to work, but gives a good face to the City.*
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**Council:**

- Professional, respectful and dependable.
- The cross-training of her staff has been pushed all the way from the managers to the temporary employees. With a small team, 2 employees being out for one day can cause a halt in operation if all employees are not cross-trained. She has done a great job ensuring internal and external customers are helped in a timely fashion.
- I have appreciated her promptness and effectiveness to do her job.
- I am thankful for Ms. Huntsman and her leadership. She has grown professionally. She is a compassionate human and the work she does bridges every department at the City.

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What areas for growth would you like to see? Please provide specific suggestions on how the City Clerk may improve the areas for growth?

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**External Stakeholders:**

- To foster strong relationships with the legislative body and the Nevada League of Cities, the City Clerk, (Mikki), can undertake several proactive and strategic initiatives:

**Engagement and Communication**

1. *Regular Meetings and Updates:* Schedule regular meetings with local legislators and representatives from the Nevada League of Cities. This ensures ongoing dialogue and keeps both parties informed about current initiatives, challenges, and opportunities. Provide periodic updates through newsletters or briefings that highlight key developments, legislative changes, and important events related to city governance.
2. *Legislative Advocacy:* Actively participate in legislative sessions and committee meetings. This presence can help build rapport with legislators and demonstrate the City Clerk's commitment to engaging with legislative processes. Prepare and present testimony on behalf of the city during legislative hearings to advocate for or against proposed bills that affect municipal governance.

**Collaboration and Partnership**

3. *Joint Projects and Initiatives:* Collaborate with the Nevada League of Cities on joint projects or initiatives that benefit multiple municipalities. This could include research projects, policy development, or shared services that promote efficiency and innovation. Participate in working groups or task forces established by the League to address common issues facing cities across Nevada.
4. *Training and Professional Development:* Host or co-host training sessions, workshops, or conferences with the Nevada League of Cities focused on municipal best practices, legislative updates, and governance strategies. This fosters knowledge sharing and strengthens professional networks. Encourage staff participation in League-sponsored training programs to build expertise and establish professional relationships with peers from other cities.
5. *Community Engagement:* Facilitate forums or town hall meetings that include legislative representatives and League officials to discuss issues relevant to the community. This promotes transparency and shows a collaborative approach to governance. Leverage social media and other communication platforms to highlight collaborative efforts and engage with the broader community on legislative and municipal matters.

**Building Trust and Mutual Understanding**

6. *Transparent Communication:* Maintain open and transparent communication channels with legislators and League representatives. Share data, reports, and insights that can aid in their decision-making processes. Respond promptly and effectively to inquiries from legislative offices and the League, demonstrating reliability and professionalism.
7. *Mutual Support and Advocacy:* Advocate for legislative and policy changes that support the interests of municipalities in collaboration with the Nevada League of Cities. Unified advocacy efforts can be more impactful and demonstrate a strong municipal coalition. Support the League's initiatives and events by attending, sponsoring, or promoting their activities within the city and beyond.

*By implementing these strategies, the City Clerk can strengthen relationships with the legislative body and the Nevada League of Cities, leading to more effective governance, enhanced collaboration, and a unified approach to addressing the needs and challenges of the community.*

- I think over the next year Mikki has the opportunity for growth in her role as President of NMCA and working to expand membership across the state. NMCA has the ability to have a strong legislative voice and I think Mikki has what it takes to ensure that happens.
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**Internal Stakeholders:**

- *I would like to see more one on one's with Mikki. I think this year she has been inundated with work so she has not been able to make time for each staff member. But I would like to see more individual time.*
- *I am of the opinion that fostering patience towards staff members presents an avenue for growth. Upon careful observation, it has become apparent that certain ideas or suggestions are often met with dismissiveness, inadvertently causing others to feel undervalued and disregarded.*
- *Mikki shines in all areas. The only growth I see needed for her are what will naturally occur as her tenure in the position lengthens.*
- *N/A*
- *Mikki has expressed interest in developing her networking skills. She has made progress in this area but I would love to see her continue to develop in this area as it will open more opportunities for her.*
- *I believe in change to help us do better this department is going throw-out the change to do better in all aspects*
- *I would like to see Mikki delegate her work more. It can often feel like her final opinion is needed on every decision, which is inefficient and more time consuming for her than needed. I look forward to seeing her empower her future Chief Deputy to help carry some of the load.*
- *Staying apprised of and adopting latest technologies.*
- *n/a*
- *Be more assertive when necessary and continue to become more confident in the role.*
- *She could be a little more consistent in attending volleyball commitments.*
- *N/A*
- *I would like to see her wins and teams wins highlighted more. How to bring to light the work they are accomplishing on a day to day.*
- *I think there may be room for growth in growing a better understanding of the City's technology and systems so technical issues aren't as much as a roadblock*
- *None*
- *Please continue to message the other departments regarding deficiencies in the Clerk's world. Sometimes, we just don't know what we don't know.*

**Council:**

- *I do not see the day-to-day operations, but I appreciate the seamless transition between her team from the dais during meetings.*
- *I do not have any feedback at this time.*
- *Any assistance with maintaining the comment clock during council meetings is welcome.*

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Please provide any additional feedback not previously captured.

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**External Stakeholders:**

- *Mikki is very knowledgeable and helpful.*

**Internal Stakeholders:**

- *She is great, leads her team positively, and preforms her duties as Clerk with integrity and professionalism.*
- *Mikki is meticulous and dedicated to her work and her staff. She has made her office a safe space for her staff to grow and innovate, while working with other leaders in the organization to further the City's goals. Mikki is a great example of someone who leads with kindness and is an inspiration to all those around her.*
- *Communication and Fairness is key*
- *I feel lucky to work with Mikki. She's very thoughtful with every decision. There is always a clear and considered path.*
- *none*
- *We are lucky to have Mikki as our Clerk.*
- *Mikki has been a pleasure to work with.*
- *N/A*
- *Mikki is a true pleasure to work with. My level of trust is as high as it can be with her and her team. Keep up the good work!*

**Council:**

- *Minor issues with technology at times, but this is not a reflection of the Clerk.*
  - *Mikki is proactive and forward thinking in her role. She takes initiative and anticipates the potential needs of the Council and the public - and acts on it. I also appreciate her open communication, positive attitude, and her support of the Council in our various compliance requirements.*
  - *Good job! Keep doing good work.*
-

