

“OPENING DOORS FOR ARKANSAS CLERKS”

46TH
ANNUAL



MUNICIPAL CLERKS INSTITUTE



UNIVERSITY OF
ARKANSAS

Certification Program
September 16–20, 2018

Advanced Academy
September 17–18, 2018

Welcome from the Director

For over four decades, the Municipal Clerks Institute has provided new ideas and practical skills to Arkansas' municipal clerks, recorders, and treasurers. We have matched input from the front lines of the profession with expertise from around the state, creating an environment for exchanging information and sharing solutions to common challenges.

You will have opportunities to meet and learn from others in your profession, gain information to improve the operations of your city, and enjoy personal enrichment activities to help you perform at your best.

Anyone who has attended the Institute will tell you that it is no vacation. You are true community leaders and you deserve a high-quality, worthwhile educational experience.

So get ready for intensive classroom sessions and exciting new ideas...and prepare for a week you will not forget!

Kim Jones

Institute Director

Certification Program: September 16–20

The curriculum focuses on three main areas of study: public administration, professional development, and electives. Instructors are drawn from a variety of professional backgrounds, including university faculty members, government officials, and other subject matter experts in public and private sectors.

The program enables candidates to complete the educational requirements for Certified Municipal Clerk status, as set forth by the International Institute of Municipal Clerks, and ACCRTA Certified Arkansas Municipal Clerk status, within a three-year cycle. Participants may enter the program in any year and still complete all necessary subjects.

2018 Curriculum Highlights

- Technology in the Clerk's Office
- The Clerk Profession
- Customer Service
- Legislative Update
- Municipal Budget Process
- Handling Conflict
- All About Bonds
- Grants
- Financial Update
- FOIA Compliance
- Project & Priority Management

Schedule

Classes begin at 1 p.m. on Sunday, September 16 at the Chancellor Hotel, on the downtown Fayetteville square. Classes continue Monday through Thursday, 8 a.m. to 5:30 p.m. at the hotel.

Registration fee includes 4 lunches, 1 dinner, refreshments, instruction, materials, and certification credit record maintenance.

Advanced Academy: September 17–18

The Advanced Academy is open to anyone who has completed the three-year Certification Program and/or has earned Certified Municipal Clerk status. This two-day program allows participants to refresh and expand their knowledge and to earn points toward Master Municipal Clerk (MMC) status.

This year's topics include:

- Financial Updates
- Handling Conflict
- Customer Service Best Practices Update
- *Year of Yes: How to Dance it Out, Stand in the Sun, and Be Your Own Person* - Shonda Rhimes

Who would suspect that the creator and producer of some of the most ground breaking and audacious shows on television is an introvert? Shonda Rhimes' iconic characters live boldly and speak their minds. Yes, she hired a publicist to avoid public appearances and suffered panic attacks before media interviews.

This hilarious memoir explores the author's life before her *Year of Yes* and chronicles life after it began. As she forced herself out of the house and onto the stage, she learned to explore, empower, applaud, and love her truest self.

Participants obtain their own copies of the book by Shonda Rhimes (check out from your library or purchase) and complete reading it by September 17. Our facilitator is Dr. Jane Long, Professional Development Director of the International Institute of Municipal Clerks.

Academy participants may also attend certification classes on Sunday through Tuesday by choosing the "Both Programs" option.

Accommodations

A block of rooms has been reserved at the Chancellor Hotel. The conference rate \$99/night + 13.75% tax. Call (479) 442-5555 by August 16, 2018, to reserve your room at the discounted rate.

If you are interested in finding a roommate or sharing a ride, contact Kim Jones at kimj@uark.edu or post your request on the ACCRTA Facebook group page.

Registration

\$495 Certification Course (\$525 after September 7)

\$420 Advanced Academy (\$470 after September 7)

\$495 Both Programs - only open to Academy Participants (\$525 after September 7)

Complete and return your registration form to the address shown.

Cancellations made on or before September 7 will receive a full refund. Cancellations made September 8–12 are subject to a \$125 administrative fee. No refunds will be made for cancellations made after September 12. Substitutions are welcome at any time.

Upon receipt of registration, a complete set of information will be forwarded by email, including a schedule overview, maps, and other pertinent information.



**46th Annual University of Arkansas
Municipal Clerks Institute**

September 16-20, 2018

REGISTRATION FORM

Name _____ Title _____

Municipality _____

Business Address _____

City _____ State _____ Zip _____

Day Phone _____ Email _____

Are you a member of IIMC? YES NO ACCRTA? YES NO

How many years have you attended Institute, *including this year*? _____

Course Selection

- Certification Class \$495 After September 7 - \$525
- Academy Class \$420 After September 7 - \$470
- Both Programs \$495 After September 7 - \$525

Payment Method

- Check enclosed (payable to University of Arkansas)
- Purchase Order number _____ (invoice will be sent for amount due)

Cancellations made on or before September 7 will receive a full refund.
Cancellations made September 8-12 are subject to a \$125 administrative fee. No
refunds will be given for cancellations made after September 12.

To Register

MAIL COMPLETED FORM TO

Municipal Clerks Institute
ATTN: Kim Jones
MUSC 201
1 University of Arkansas
Fayetteville, AR 72701