

2023-041



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Amesbury

Mayor **Kassandra Gove**

Office of the Mayor
City Hall, 62 Friend Street
Amesbury, MA 01913-2884

CITY OF AMESBURY, MA

(978) 388-8121
Fax: (978) 388-6727
govek@amesburyma.gov

Certificate of Appointment

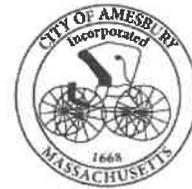
May 1, 2023

I appoint Margaret Miller to the position of member of the Amesbury Council on Aging Board of Directors for a term to expire February 28, 2026, and I certify that said person is qualified to perform the duties of the said office, and I make this appointment solely in the interest of the City of Amesbury.

This appointment shall not become effective until twenty-one days following filing with the city clerk, in accordance with the Amesbury Home Rule Charter.

Kassandra Gove
Mayor

City of Amesbury Massachusetts



City Hall • 62 Friend Street • Amesbury, MA 01913 • (978) 388-8121 • Fax (978) 388-6727

APPLICATION FOR APPOINTMENT TO CITY BOARD, COMMITTEE, OR COMMISSION

The city appreciates your interest in serving on one of its Boards, Committees, or Commissions. Please complete this form and return it to the **Mayor's Office** in City Hall.

Name: Margaret F. Miller

Home address: 1 River Court Apt #204 Amesbury, MA 01913

Mailing address (if different): _____

Phone number: 603-4418-4896

Email address: m.miller1027@outlook.com

Please indicate which Board, Committee, or Commission you are applying to be appointed to:

- | | |
|---|--|
| <input type="checkbox"/> Board of Assessors | <input type="checkbox"/> Historical Commission |
| <input type="checkbox"/> Board of Health | <input type="checkbox"/> Lakes & Waterways |
| <input type="checkbox"/> Board of Registrars | <input type="checkbox"/> Liquor Licensing Commission |
| <input type="checkbox"/> Cable Advisory Commission | <input type="checkbox"/> Master Plan Implementation & Oversight Committee |
| <input type="checkbox"/> Cemetery Advisory Committee | <input type="checkbox"/> Open Space, Natural Resources, and Trails Committee |
| <input type="checkbox"/> Conservation Commission | <input type="checkbox"/> Parks and Recreation Commission |
| <input checked="" type="checkbox"/> Council on Aging | <input type="checkbox"/> Retirement Board |
| <input type="checkbox"/> Cultural Council | <input type="checkbox"/> Traffic and Transportation |
| <input type="checkbox"/> Design Review Committee | <input type="checkbox"/> Trustees for War Memorials |
| <input type="checkbox"/> Energy Committee | <input type="checkbox"/> Zoning Board of Appeals |
| <input type="checkbox"/> Fence Viewers | <input type="checkbox"/> Ad hoc Committee (specify): _____ |
| <input type="checkbox"/> Health Care Trust Commission | |

1. Please explain why you would like to serve on a particular Board, Committee, or Commission. If necessary attach additional sheets.

See Attached document for the answers to question #1, #2 and #3

2. Please briefly describe your education, relevant work, life experience, or other activity which in your opinion would be beneficial in carrying out the responsibilities of this office. If necessary, attach additional sheets/your resume.

3. Please list any city offices you have held in Amesbury or elsewhere. Please include your title of office, date of appointment or election, and when your term expired.

4. Public service on a Board, Committee, or Commission can be demanding. Please indicate the realistic time commitment you are willing and able to make.

1 hour per week 2-4 hours per week 4-6 hours per week other _____

5. How did you hear about the vacancy on this City Board, Committee, or Commission?

- Council, Board, Committee, or Commission meeting
- newspaper
- city website
- social media
- word of mouth
- other: COA Meetings

APPLICANT'S STATEMENT AND SIGNATURE: I hereby submit this as my application for the position I have indicated on the front of this form. I understand that my completion of this form in no way assures appointment. All Board, Committee, and Commission vacancies will be filled by citizens deemed most qualified to serve in a particular capacity. I also understand that in the event that I am appointed to a position, my activities will be governed by the Massachusetts Conflict of Interest Law (M.G.L. c 268A), the Massachusetts Open Meeting Law (M.G.L.c.39), the Massachusetts Public Records Law (M.G.L. c. 66), the Massachusetts Campaign Finance Law (M.G.L. c 55), the Amesbury City Charter and ordinances, and all other applicable federal, state, and local laws or regulations.

Signature: Margaret E. Miller Date: April 5, 2023

Margaret F. Miller
603-418-4896

Application for Appointment to Amesbury City Board, Committee, or Commission

Answers to question #1

Please explain why you would like to serve on a particular Board, Committee or Commission?

I am a firm believer in the ACOA Mission Statement and the council's excellent work for and commitment to older adults in our city. I saw my parents age and wish they had taken advantage of all the council offered, perhaps they would have lived longer. I relocated to Amesbury in June 2020 and hope to become involved and give back to the city. I want to work with and for this important population as I feel they are often overlooked and minimized in our society (not in Amesbury). I attended council activities this year and realize the importance of the organization.

Answer Question #2

Please briefly describe your education, relevant work, life experience or other activities which in your opinion would be beneficial in carrying out the responsibilities of this office.

I obtained an MBA from the Peter Paul College of Business and Economics (UNH), and my career includes positions in financial services, medical devices industry, a private high school and the automobile industry. I believe my education and work across these industries is beneficial to me in the role of a board member.

I grew up in South Hampton and am a graduate of Amesbury High School. After undergraduate school, I returned to South Hampton and held numerous town positions. During these years I worked in downtown Amesbury for BayBank as the branch Manager until I left to pursue an MBA. I moved from South Hampton to Massachusetts in 2014 and returned "home" to Amesbury in 2020. I love what I have discovered about Amesbury upon my return and am delighted at its evolution to a vibrant, fun, and beautiful city.

I have attached a copy of my resume for your review.

Answer to Question #3

Please list any city offices you have held in Amesbury and elsewhere. Please include your title of office, date of appointment or election and when your term expired.

I have attached a copy of my resume for your review.

Municipal Positions

- South Hampton School Committee
 - SAU #21 Joint School Board- Chairperson
 - SAU #21 Teacher's Contract Negotiations Team
- South Hampton Budget Committee
- South Hampton Young Author's Committee

Volunteer Positions

- Seacoast VNA Board
- James Place Board- Chairperson- Amesbury MA
- NH 4H Camps Board- Chairperson
- National ESOP Association-Varioues Committees
 - New England Chapter ESOP Association Board Member

*Margaret F. Miller, SPHR
1 River Court, Apt 204
Amesbury, MA 01913
(603)-418-4896 m.miller1027@outlook.com*

Summary

Experienced management professional with extensive background in human resources, fiscal management, operations, and sales and marketing. Demonstrated ability to develop and implement change, increase operational efficiency, and build relationships at all levels of the organization.

Experience

Human Resources Manager

International Cars Ltd.

July 1997- May 2009

Danvers, MA

Responsible for all aspects of human resources management at a group of automobile dealerships operating in two states with annual sales of 150 million dollars. Assisted the CEO in transitioning the company from a single-point Honda dealership to one with five dealerships representing five franchises. Developed and instituted company wide operational policies and procedures, management and employee development programs, job descriptions, and standardized the new hire process. Responsible for the implementation of a leveraged ESOP that led to the company earning numerous national awards.

- As a member of the corporate staff responsible for facilitating the strategic planning process to address the company's growth, management, and succession plan.
- Implemented the human resources department function including hiring and training the human resources staff to support the company's growth plans.
- Established numerous human resources systems to automate payroll, timecard processing, wage garnishment and implemented an HRIS which includes a manager and employee self service module.
- Introduced a structured recruiting process incorporating pre-employment behavioral assessments, drug screening, driving record verifications and background checks.
- Developed and implemented a corporate training function increasing management development training by 100%.
- Assessed 401(k) vendors to ensure high quality service, a reasonable fee structure and appropriate investment funds resulting in a change of the 401(k)-fund platform and the appointment of new investment advisors.
- Conducted a benefit analysis to determine a long-term benefits strategy resulting in the adoption of a companywide funding formula and implementation of a dual option health and dental insurance program.
- Serve as a trustee for the employee stock ownership plan.

Vice President, Southern Regional Sales Manager

Vermont Federal Bank, FSB

June 1996-July 1997

Williston, VT

Responsible for the expansion of a strong retail banking franchise in New Hampshire and Southern Vermont for a large regional Vermont bank. Led a team of thirteen branch managers in the implementation of the Vermont Federal Bank's culture and operating procedures in branch banks throughout the two states. Communicated to all branch staff Vermont Federal Bank's goals and strategies.

- Motivated branch managers to develop and achieve deposit, loan, and fee income goals to support aggressive retail deposit growth and loan production.
- Developed sales and marketing plans in each market area to support bank deposit and loan growth objectives.
- Assisted marketing department with the development and implementation of campaigns and public relations programs to support branch sales plans.
- Established a retail incentive program to compensate branch staff for in-branch product sales.
- Developed a program for training branch managers in leadership and sales management.

Vice President, Regional Market Manager

First Essex Bank, FSB

Responsible for the overall management of a \$500 million, ten branch retail-banking network in two states during an important transitional period for the company. Collaborated with staff to foster the transition to a sales culture.

April 1994- June 1996

Lawrence, MA

- Directed and developed an 11-person management team.
- Managed fourteen branch budgets totaling 13.5 million.
- Developed the strategic direction of the retail banking division including the management of all major initiatives.
- Worked with the Executive Vice President to launch innovative, new personal banking center.
- Managed all aspects of branch openings and closings including vendor contracts and equipment purchases.
- Redesigned the organizational structure in the retail-banking network including the formation of a product development and training function, formulation and implementation of written policies and procedures and revision of all job descriptions.

Training Manager

Responsible for the development and implementation of a training program for the bank including sales, management development and operational training.

January 1994- April 1994

- Initiated a mystery shopper program to measure customer services, compliance, and training program results.
- Introduced the concept of cross sell ratios raising bank- wide ratios to 1.8.
- Increased loan production in branch network by 100%.

Customer Service Manager

BayBanks, Inc.

Managed a 13-million-dollar branch bank after completion of BayBanks two-year management development program. Responsible for the overall operations including staff development, sales management, and corporate customer relations.

April 1985- January 1994

Amesbury, MA

Education

Peter Paul College of Business and Economics University of NH

MBA.

Keene State College

B.A.

Southern NH University

Human Resources Certification Preparation Course

Various employment law, payroll, and employee stock ownership technical classes

Technical Skills

Proficient in the use of all Microsoft Office applications and numerous ADP products

Volunteer Activities

Board Member/Vice Chair

Seacoast Visiting Nurses Association

Hampton, NH

Board Member/ Chair

James Place Educational Program

Amesbury, MA

Judge

Young Authors Contest Barnard School

South Hampton, NH

Vice President (past)

New England Chapter of ESOP Association

Washington, DC

Certifications

Senior Professional in Human Resources

HR Certification Institute

Professional Memberships

Northeast Human Resources Association

NEHRA

Society for Human Resources Management

SHRM