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CC: Field Administration <fieldadmin@scdmv.net>
Date: 9/24/2007 4:55:00 PM
Subject: Wish List

Per our Branch Managers Meeting on Tuesday, September 18, 2007, here is the wish list for my office.

- **Assistant Manager-** Currently my office has 9 employees, 2 of these employees are veterans and the rest have approximately a year or less of experience. With all the additional duties that managers entail on a daily basis (complaints, trouble shoot, help desk issues, various office, regular duties, time sheets) an assistant would be most helpful. My Lead- Users are great people but they do not want the responsibility of management. Therefore, when I am absent from the office I would feel secure knowing that my office is being managed properly with someone who wants the duties and is willing to learn and be trained. As managers we have to ensure that the quality of our work, customers, and employees, are taken care of in a efficient and effective manner, while promoting positive customer skills to internal and external customers, etc.
- **Additional employees-** Dealer Central office (#85) would benefit and could greatly use some extra staffing to accommodate the incoming workload at the front window in order for us to better aide and process dealers transactions in a timely manner. Presently, there are four employees working the front counter to process waits, the other four are assigned to mass/courier work. At times, sometimes more than others, the window can and tends to be overwhelming to anyone, even a seasoned employee.
- **Office Needs.** While the office remains open to the public there are some internal areas that I would like for you to review. Dealer Central office (#85) was placed on a waiting list to be painted a while back. However, since the initial inspection conducted by Mr. Marshall from Fleet Services, there has not been a confirmation date as to when the office will be scheduled for painting. Also, the office is in need of a heating/air conditioning units that works adequately to fit the appropriateness of the seasons, cubicle space to accommodate plate inventory and dealer work, new hardware that will assist in the processing of paperwork, and the front window needs to be enlarged so that we can accurately keep an account of the mass log book.

Thanking you in advance for your cooperation in this matter, and looking forward to the positive improvements to the Charleston Dealer Central Office. Embracing change.

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