



Please return completed application to:
Karen Thompson, City Secretary
100 East Main Street, Suite 300
P.O. Box 589 (78691)
Pflugerville, TX 78660
By fax 990-4364
By email to citysecretary@pflugervilletx.gov

APPLICATION FOR APPOINTMENT TO THE
PERSONNEL APPEAL BOARD

All information provided in this application is public information pursuant to the provisions of the Texas Public Information Act.

The Personnel Appeal Board conducts hearings and renders decisions regarding employee appeals to suspensions, demotions, and terminations. Not less than 5 members are appointed by the Mayor with the advice and consent of the City Council to serve for up to 3 years. Any given board is composed of 3 appointed members. Members must be at least 21 years of age, have no criminal record, no prior employment with the City, and are required to have 3 years city residency. Because vacancies may arise before the next regular appointment period, all applications are kept on file until the next application period.

Name: Norma A. Petito Telephone: _____

Residential Address: 1004 Liffey Drive, Pflugerville, TX 78660

E-mail Address: _____ Alternate Telephone: _____

Resident of the City of Pflugerville for 11 years.
Are you are a registered voter of the City of Pflugerville? [X] Yes [] No Voter Registration No. _____
Are you at least 21 years of age? [X] Yes [] No Do you have a criminal record? [] Yes [X] No
Do you have prior employment with the City? [] Yes [X] No
Have you been a resident of the City of Pflugerville for at least 3 years? [X] Yes [] No

Does any potential conflict of interest exist which may interfere or inhibit you to carry out the duties of a Personnel Appeal Boardmember? [] Yes [X] No (If Yes, please explain.)

[Empty box for conflict of interest explanation]

What experience do you have regarding escalated employment relations issues?

I part owner of a small business and we have to deal with escalated issues from time to time. We work with our contractors to work through customer concerns regarding service and/or other issues. Of course we try to work out solutions as much as possible but if there is no other choice we have had to make the difficult decision to let an employee go.
The only other experience I would say I have is being consulted by my manager (at my day job) regarding the performance of a co-worker on my team. Since I was the trainer and immediate supervisor he felt I would have pertinent information regarding performance.

What experience or skills would you bring to the Personnel Appeal Board that pertains to adjudicating a dispute between employees and employers?

I believe I am fair and not quick to judge. I try to put myself in the situation for both parties and try to look at each side. It is rather like being a juror for a trial case. You have to be able to look at the facts without being emotional for either party. It is not an easy thing to do but I do believe I can be unbiased. I have worked for attorneys in the past and I know the importance of looking at all the facts before making a verdict.

What is your interest in serving on the Personnel Appeal Board?

I have always found the quest for justice to be interesting. I know that we do not live in a fair world but I do believe in justice and in people being held accountable.

What is your work experience (or submit a resume)?

I have attached my resume for your consideration.

Have you ever served on an arbitration or similar appeal panel?

No, I have not. But I am eager to learn the process and willing to serve to the best of my ability.

Please provide any additional information you feel would be useful to the Mayor and City Council in considering your application. Please use additional sheets as necessary. A cover letter and/or resume may also be submitted with the application.

I am bilingual, Spanish and English, and that may be helpful in some cases.

By signing this application, I hereby affirm that I am aware of the requirements for the position and certify that I meet those requirements.

Applicant Signature: Norma Petito

Digitally signed by Norma Petito
DN: cn=Norma Petito, o, c
Date: 2013.10.22 12:24:41

Date: October 22, 2013

Norma Gonzalez-Petito
1004 Liffey Drive, Pflugerville, Texas 78660

Highlights

Small Business Manager with successful track record in the areas of administrative/office management, contract analysis, recruiting, training, legal and medical, Bi-lingual in English & Spanish

Career Achievements:

- Franchise of the Year Nominee/Vanguard Cleaning Systems of Austin
- Earned Dell Service Award
- 2008 Director's Award for Excellence
- Peer to Peer Award (2006, 2008, and 2011)

Educational Achievements:

- Paraprofessional Educator Certificate
- Social Media and Communities Certified
- Notary Public

RECENT HISTORY (no gaps in employment for over 15 years)

Garma Services, Pflugerville, TX (Aug 2009 – Present)

(Small Family Business providing commercial cleaning, field property inspections and contracted services)

Small Business Co-Owner/Manager

- Operate successful franchise of national cleaning company. Process Payroll. Recruit, hire and train cleaning contractors. Manage 8+ teams of cleaners. Purchase/order supplies for customers.
- Successful in recruiting, hiring and training 8+ team of contracted commercial cleaners.
- Implemented and developed numerous processes and spreadsheets to streamline franchise payroll and taxes.
- Analyze franchise customer requirements and implement a plan to meet and exceed expectations.
- Increased franchise revenues year over year (3 years) by providing excellent service and customer support
- Rejuvenated under-performing recruiting and training program which resulted in increased franchise customer retention and satisfaction

Dell, Inc., Round Rock, TX (May 2005 – Present)

Senior Contracts/Operations Analyst

- Consistently achieved Top 10 rating in Key Performance Indicators/KPI for Dell.
- Manage contract database for Dell Public segment.
- Develop/ implement procedures in performing tasks required by internal management or outside regulatory agencies.
- Trained and supervised team of 2 Analysts as well as supported internal teams such as sales, finance and legal.
- Analyze the business contracts & find areas of incompleteness, inefficiencies, points of dispute, legal loopholes.
- Advise the contracts team on database capabilities for negotiating contractual terms & conditions with clients.
- Ensure compliance of internal contract obligation as prescribed by organizational policies and the business laws.
- Provide analytical support to the organization in preparing, studying, evaluating and modifying the contracts of the organization.
- Maintain all contracts processed throughout the lifecycle of the project and ensure its safe upkeep.