



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 LIBRARY BOARD

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

The Library Board submits a 5-year comprehensive library plan; makes recommendations concerning library policy and procedure, programs, services, grants, and fundraising. The Library Board is composed of 7 regular members serving 2-year terms and 1 alternate member serving a 1-year term. The alternate member may vote if a regular member is absent.

Candidates are required to be registered voters of the City and to have resided within the corporate limits for at least twelve months preceding the appointment and must not be employed by or hold any other position in the City's government. All appointments are made by and at the discretion of the City Council. Because vacancies may arise before the next regular appointment period, all applications are kept on file until the next application period.

Name: Sue Lee Flores Telephone: \_\_\_\_\_

Residential Address: 1114 Thackeray Lane

E-mail Address: \_\_\_\_\_ Alternate Telephone: \_\_\_\_\_

Resident of the City of Pflugerville for 13 years.
Are you are a registered voter of the City of Pflugerville? [X] Yes [ ] No Voter Registration No. 1130246688

Have you attended a meeting of the Library Board? [X] Yes [ ] No

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

[Empty box for explanation of conflict of interest]

Why are you interested in serving on the Library Board?

I have always loved the libraries to offer free and convenient access to information to everyone, no matter the age, sex, ethnicity, means, ect. All visitors have an opportunity to better themselves, to enjoy themselves and be nurtured by the special community created within the library's walls. The Pflugerville Library is particularly special because of the extensive breadth of its collections, extraordinary programs offered and phenomenal staff members who are so dedicated and who seem to know exactly where to find the best and

Do you have any previous board service, leadership, or volunteer experience?

I currently teach Catechism class at St Elizabeth on Sunday mornings for 5th grade. In addition, I am a room parent for my daughter's class in which I lead the class on a project for the school fund-raising carnival.

What kinds of skills or expertise can you offer?

I have the ability to work well with others, to listen effectively, computer and/or word processing skills, and to plan and carry out plans. I have an open mind and intellectual curiosity, and sound judgment.

I abide by the majority decisions reached by the board, and publicly supports these decisions as well as the willingness to learn about the library and its services.

How will the organization benefit from your participation?

I can bring in my personal experience, skills, and talents to the Board. I can bring common sense and leadership to the library board. Most important of all is my abiding interest in the library and its welfare.

What do you expect from us so that your experience is satisfying?

Continue to provide statistical information about the library so I can see how the library is doing.

Please provide any additional information you feel would be useful to the 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.

Resume attached.

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: \_\_\_\_\_ Date: \_\_\_\_\_

**Sue Lee Flores**  
1114 Thackeray Lane  
Pflugerville, TX 78660

**Accomplishments:**

Sales

- Achieved the sales and budget goals as a department manager for Ross Stores

Training

- Developed a training needs assessment survey in the Administrator-in-Training program

**Experience:**

Texas Workforce Commission

Austin, Tx

**Program Specialist III**

10-17-03-Present

- Provides technical assistance to workforce boards in response to performance indicators.
- Evaluates and reviews program performance to ensure accountability, attainment of performance measures, and continuous quality improvement.
- Plans, develops and implements analytical tools, questionnaires and surveys as required.
- Performs routine analysis of the Boards' performance and financial reports to determine status, identify trends and project performance based on benchmark and expenditure requirements.

Ross Stores

Austin, Tx

**Customer Service Rep/Front End Supervisor**

5-12-91-Present

- Oversee the operations regarding refunds, exchanges, and front end activities
- Handles customers' complaints
- Ensure the company's policies are in compliant.

Texas Workforce Commission

Austin, Tx

**Program Specialist**

6-16-01 to 10-16-03

- Perform consultative and technical assistance work requiring knowledge in funds management, planning, forecasting, projections, trends, consulting, developing policies, automation training, tracking expenditures, and managing Board's local match contracts within the state and federal regulations.
- Provides appropriate information to management regarding status of Boards' area and special projects, relating to the attainment of contractual requirements.
- Conduct training quarterly to the Board and contractor staff.

Texas Workforce Commission

Austin, TX

**Accounts Examiner II**

4-2-01 to 6-15-01

- Examined operating reports and financial accounting records; investigating business practices; and collecting fees, taxes, or penalties.
- Performed auditing and analyzing of tax reports/records to ensure legal

compliance.

- Coordinated a conference for the Service Agents to review the operations of the State Office.

Ross Stores

Austin, TX

**Shoe Department Manager**

8-23-87 to 5-12-91

- Provide customer service, strategic planning, and training to maximize sales, and profit.
- Supervised and trained four staff within the department.
- Provided written review appraisal every 30, 60, and 90 days and annually.

**Education:**

Texas State University

San Marcos, Texas

**Master in Public Administration**

2000

Texas State University

San Marcos, TX

**Post Graduate Studies in Long-Term Care**

1994

Texas State University

San Marcos, TX

**BS Health Care Professions**

1993

**Additional Training:**

**Austin Nursing Center, *Administrator-in-Training***

- Focused on daily operations management, budgeting, scheduling, policies, and procedures analysis of each department in compliance with state and federal regulations at a 170-bed facility with 80% Medicare funding

**Texas Dept of Health, *Student Trainee***

- Served in divisions of Services, Operations, and Planning for Chronically Ill and Disabled Children Division
- Focused on both regional and individual case management, eligibility, authorizations, and insurance, and electronic data collection and reporting
- Utilized Atlas Graphics and WordPerfect software systems

**Community:**

- Work well in a high pressure environment.
- Skilled at organizing complex projects, defining project priorities, and delegating tasks.
- Self-starting, goal-oriented strategist whose confidence, perseverance and vision promote success.
- Major strengths in planning, problem solving and communication.
- Excellent communication, interpersonal and organizational skills.
- Enjoy working with people.
- Able to work independently.
- Able to handle multiple projects concurrently.

**Affiliation:**

American Society for Public Administration

**References:**

Available upon request