DATE: <u>6.1.22</u>	
TO: City Clerk	
FROM: City Representative Cassandra Hernand	dez
ADDRESS: 300 N. Campbell	TELEPHONE 915.212.0003
Please place the following item on the (Check one):	CONSENT X REGULAR
Agenda for the Council Meeting of 6.7.22 Appointment of Maris Item should read as follows: Hernandez, District #3	sela Rios to the City Plan Commission by Representative Cassandra 3
<b>BOARD COMMITTEE/COMMISS</b>	SION APPOINTMENT/REAPPOINTMENT FORM
NAME OF BOARD/COMMITTEE/COMMISSION:	City Plan Commission
NOMINATED BY: City Representative Cassandra	a Hernandez DISTRICT: 3
NAME OF APPOINTEE Marisela Rios	
E-MAIL ADDRESS:	(Please verify correct spelling of name)
BUSINESS ADDRESS:	
CITY: El Paso ST: TX	ZIP: PHONE:
HOME ADDRESS:	
	ZIP: PHONE:
CITY: <u>El Paso</u> ST: <u>TX</u> <b>1. DOES THE PROPOSED APPOINTEE HAVE A</b> CITY? <b>2. IF SO, PLEASE PROVIDE HIS OR HER NAM</b> <b>APPOINTEE:</b> N/A	ZIP:       PHONE:       PHONE:       NO       X         A RELATIVE WORKING FOR THE       YES:       NO       X         IE, CITY POSITION AND RELATIONSHIP TO THE PROPOSED         HER CITY BOARDS/COMMISSIONS/COMMITTES? IF SO,         INTEE IN EL PASO COUNTY (BY ADDRESS):
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UNEXPIRED TERM: X

# **Marisela Rios**

#### Experience

## Security Service Federal Credit Union- November 2012 to Present Vice President- Member Service- June 2017- Present

- Responsible for the overall operations of Member Service for the Mountain region including Branch Operations, Operational Training, and Business Development to include Field of Membership expansion.
- Oversee resource allocation for the district
- Oversee departmental functions to meet the enterprise strategic plan and monitors departmental performance against those objectives.
- Completes any other job-related duties needed to help drive to our Vision, fulfill our Purpose, and abide by our Organization's Values.

#### Senior Manager- Contact Center- 11/2012- June 2017

- Led and responsible for a team of 64 agents, and 5 supervisors for inbound contact center
- Responsible for training and development to achieve all key performance Indicators and goals within contact center
- Monitor, organize, and coach team each day to KPI's, QA, and processing issues that arise
- Interview and hire new candidates
- Organize and implement new hire classes for El Paso contact center
- Responsible for expansion of the El Paso contact center to include input and monitoring of hiring, build out and construction for expansion

# State Farm Insurance, El Paso, Tx - August 2008- August 2012 Insurance Agency Owner/Agent

*Verizon Wireless/Alltel Communications- October 1999 – June 2008* Director of Business Sales El Paso, Tx./Southern New Mexico

## Education

*University of Phoenix El Paso- 03/99 – 02/01* BS in Business Management

# **Community Outreach**

- El Paso Chapter of CU- Marketing Committee 2012 2016
- Financial Women in Texas 2012 2013
- Leadership El Paso participant- 2015
- Armed Services YMCA- BOD Secretary 2018 Current