



Board Appointment Form

City Clerk

Submitted On:

Apr 18, 2023, 04:47PM MDT

Appointing Office	Representative Cassandra Hernandez, District 3
Agenda Placement	Consent
Date of Council Meeting	Tuesday, May 23, 2023
Name of Board	City Plan Commission
Agenda Posting Language	Re-Appointment of Marisela Rios to the City Plan Commission by Representative Cassandra Hernandez, District 3.
Appointment Type	Regular
List the nominee's qualifications to serve on this Board	Unexpired term already served on CPC and Interest in subdivision and zoning related matters
Nominee Name	Marisela Rios
Nominee Email Address	[REDACTED]
Nominee Residential Address	[REDACTED]
Nominee Primary Phone Number	[REDACTED]
Which District does the nominee reside in?	Right outside District 6
Does the appointee have a relative working for the City?	No
Has the appointee been a member of any other city boards?	Unexpired term already served on CPC
List all real estate owned in El Paso County	[REDACTED]
Previous Appointee	Marisela Rios
Reason for Vacancy	Term Expired
Date of Appointment	May 23, 2023
Term Begins On	May 02, 2023
Term Expires On	May 01, 2025
Term	1st Term
Upload File(s)	Marisela Rios Resume CPC 6.7.22.docx.pdf

REVISED
3:04 pm, May 16, 2023

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