



Chartered August 1, 1916 || Volume 30, No. 27 || March 6, 2017

The Rotary Club of Reno meets at Harrah's Reno at Noon on Monday

MONDAY'S PROGRAM

Achievement Beyond Obstacles Grads

Nominated Students Tell Their Story

Achievement Beyond Obstacles is a joint youth program that the Rotary Club of Reno and two other local Rotary Clubs sponsor. High School counselors select high school seniors who have faced enormous challenges in their life, yet still found a way to graduate. These students spend a leadership weekend with facilitators Dean and Rochelle Whellams, obtain financial aid education and help figuring out what their next step in life is. Rotary scholarships for selected students range from \$500 to \$2,500. This ABO luncheon is one of three Rotary luncheons honoring students from Washoe County schools from all different socio-economic backgrounds who have achieved success despite the obstacles in their way. Every nominated student is invited to attend and bring a guest and we will hear a 3 minute speech from some of them about where they have been and where they are going. You won't want to miss hearing from these students and the impact Rotary is having in their lives.



UPCOMING EVENTS

Visit www.renorotary.org to sign up

Mexico House Build International Project

Mar 11, 2017

Tijuana, Mexico

Vinton Western Music & Cowboy Poetry

Mar 17, 2017

Sierra Valley Grange Hall

Food Bank Volunteer Dates

Mar 18, 2017; June 17, 2017; Sep 16, 2017

Food Bank of N. Nevada

Rotary
Club of Reno



upcoming meetings

MAR 13, 2017

DR. PETER REED

Sanford Center for Aging

Mar 20, 2017

COBY ROWE

USA Cycling Cyclocross Nat'l Championship

Mar 27, 2017

AARON WEST

Challenges/Solutions for Workforce Demand



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Reno, Nevada

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Newsletter/Website

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MEMBER PROFILE



Kim Mazeres retired in the summer of 2016 after 34 years in the utility business. After spending over 19 years in many areas at NV Energy (aka Sierra Pacific Power Company), she ended her career with

15 years at Truckee Meadows Water Authority. During her career, Kim worked in Information Technology, Market Research, Marketing, Operations, and Customer Service. When Sierra Pacific decided to sell their water division, Kim was the Director of Billing and Branch Operations and became part of the sales team, since the purchasing utility was likely to need assistance with meter reading, billing, call center and collections services post-sale. When the local governments purchased the water division, Kim decided that the challenge of starting a customer service from scratch at a new government agency was the opportunity of a lifetime!

At Truckee Meadows Water Authority the senior management team made several decisions very early on, and those decisions have service the agency extremely well. In particular, Kim note that 1) we decided to run the agency as a business, not like an arm of the government; 2) we decided to not staff up during boom times, allowing us to not have to lay off during lean times; and 3) we encouraged a culture of making decision, taking action, and getting things done.

As the Director of Customer Relations, Kim Mazeres was responsible for all parts of the organization that had contact one-on-one with the customers. Her responsibilities included Billing, Call Center, Collections, Field Services, Conservation, and Public Relations/Outreach. Upon beginning operations, the Customer Service staff was Kim and one Customer Service Representative. At the time of Kim's

departure, the company had a permanent staff of about 25 in field services, conservation, front office and communications, as well as a temporary staff of an additional 10-12 for call center, billing, collections, and dispatch operations. Early on, the new company decided that since it did not have the institutional staff or knowledge, it would outsource these operations to experts in the area, thereby staying focused on the core business expertise of delivering high quality water.

Kim identifies the following as her biggest challenges: 1) learning how to work with an elected, continually challenging, political board of directors and 2) going from a 1,500 employee organization to one of fewer than 150 employees, without employees in some critical areas such as human resources. She notes that at one point she played a critical role in Labor Relations, as well as an important role in other aspects of human resources, since the company performed these functions with the existing management team (and no HR expert) until its fifth or sixth year of operation.

Asked to identify her strongest skills, Kim Mazeres points to being able to work in the details and still being able to see and work on the big picture, working with a team toward common goals, driving results, knowing how to provide superb customer service and inspire other members of the team to do the same, and having a true passion and desire to assist people and help them solve their problems.



LAST MEETING VOLUNTEERS

Scanner: Jessie Greer
Greeter: Leslie Farias
Raffle Tickets: John Kadlic
Invocation: Diana Hoffman
Pledge: Tim Atwell
Sgt. At Arms: Liza Maupin
Sgt. At Arms: Michele Sullivan
Photographer: Dan Nichols
Piano: Genie Mathews

HONOR ROLL

Kirk Bailey \$100
Charles Dodson \$100
Karen Grosz \$100
Vinnie Lucido \$100
Richard Moore \$100
Joe Murin \$100

RYLA APPLICATIONS

Camp RYLA 2017 Dates:

Week 1 – June 19 – 24

Week 2 – June 26 – July 1

Week 3 – July 10 – 15

The RYLA committee is currently accepting applications for participants to the Rotary Youth Leadership Assembly (RYLA) to be held this summer in Grizzly Ranch by Portola. It is a weeklong camp in which campers will learn skills including leadership, teamwork, communication and self-awareness. Participants must currently be a junior in high school. In addition to Reno High School, other high schools will be considered. We encourage students who are related to our club members to apply. Please contact Tom Taelour for more information 771-4008 or ttaelour@charter.net. Info: www.Camp-RYLA.org



LAST MEETING



President Craig inducts two new members, from left to right, Sponsor Carl Fuetsch and Amy Clemens, and Kevin Melcher and his sponsor Kim Mazeres and President Craig. Both Amy and Kevin are Rotary transfers from Carson City and Elko respectively.



President Craig introduces Ibrika Djukie and his Supervisor from the Nevada State Highway Patrol. Ibrika, nicknamed IB, is our Law Enforcement Officer of the Quarter awardee with a truly outstanding record with NHP.

the 4 way test

Of the things we think, say or do

1. Is it the TRUTH?
2. Is it FAIR to all concerned?
3. Will it build GOODWILL and BETTER FRIENDSHIPS?
4. Will it be BENEFICIAL to all concerned?

HOW TO INTRODUCE YOUR GUESTS AND NEW MEMBERS AT A CLUB MEETING

When introducing a guest or new members during a Club meeting, the correct way is to greet the Club President, fellow Rotarians and guests, introduce yourself and state your classification, and then introduce your guest, their title and business affiliation. Please do not introduce any guest as a prospective new member or that they are looking for a position or clients.

ATTENDANCE

Please make sure you turn in make-ups to Carl Fuetsch at a club meeting or by email: info@renorotaryclub.org. Don't forget that you need to attend or make up at least 50% of club regular meetings in each half of the year (rolling six months) and attend at least 30% of this club's meetings in each half of the year. Credit can be received for Rotary committee work and other official Rotary functions.

Rotary
Club of Reno



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of Reno](https://www.facebook.com/RotaryClubofReno)



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Articles and inserts must be received by 2 p.m. on Wednesday for inclusion in the next week's newsletter.