

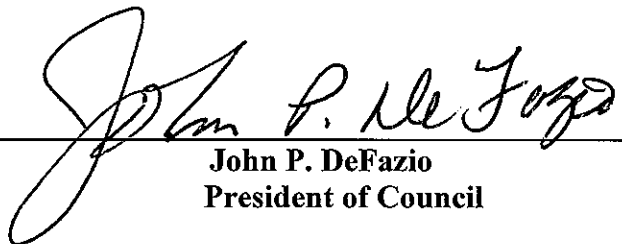
**APPOINTMENT**

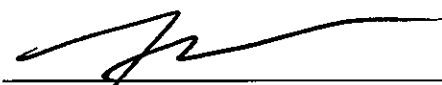
Approving the reappointment of Susan Goughler to serve as a member of the Council of Friends Organization (Harrison Hills Park) for a term to expire on June 3, 2016.

**SPONSORED BY COUNCIL VICE-PRESIDENT FUTULES**

In Council JUNE 3<sup>RD</sup>, 2014.

Read and approved by Motion of Council.

  
\_\_\_\_\_  
John P. DeFazio  
President of Council

Attest:   
\_\_\_\_\_  
Jared Barker  
Chief Clerk  
Allegheny County Council



# COUNTY OF ALLEGHENY

OFFICE OF THE COUNTY COUNCIL  
119 COURTHOUSE • 436 GRANT STREET  
PITTSBURGH, PA 15219  
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## *Nomination for Reappointment*

### Friends of the Parks Nomination Form

Council Member Nick Futules


Nominee: Susan Goughler

Address: 110 Altermoor Drive Natrona Heights, PA 15065

Phone: 724-295-0406 Email: susangoughler@yahoo.com

This nominee shall be a member of the Council of Friends of Harrison Hills Park. He/She is representative of:

- |                                     |                         |                          |                            |
|-------------------------------------|-------------------------|--------------------------|----------------------------|
| <input type="checkbox"/>            | Labor                   | <input type="checkbox"/> | Disability Community       |
| <input checked="" type="checkbox"/> | Education               | <input type="checkbox"/> | Sports & Athletic Programs |
| <input type="checkbox"/>            | Environmental Advocates | <input type="checkbox"/> | Landscape Architecture     |
| <input type="checkbox"/>            | Historic Preservation   | <input type="checkbox"/> | Other (please specify)     |

Council Member Signature: 

Date: 5/21/14

# SUSAN GOUGHLER

110 Altermoor Drive  
Natrona Heights, PA 15065

724.295.0406  
susangoughler@yahoo.com

## QUALIFICATIONS

- Two year's experience teaching English at the secondary level plus three years as a substitute teacher. During that time, I have had 6 long term assignments including English 9, English 8, Special Education and Learning Support.
- Four years as a full time Paraprofessional Aide in Autistic Support.
- A 19 year career of progressive responsibility in Client Education with Deluxe Corporation including Sales Service Manager, Process Manager for Client Education, Performance Trainer for the Sales Service Representatives, Sales Service Representative, and Customer Service Representative
- Proficient in the technology necessary to successfully function in above roles

## PROFESSIONAL EXPERIENCE

### **NORTH ALLEGHENY SCHOOL DISTRICT**

#### **Paraprofessional Special Education Aide**

**2010-2014**

Peebles Elementary  
Marshall Elementary

### **VARIOUS SCHOOL DISTRICTS**

**2007--2010**

#### **Substitute Teacher**

All subjects—grades K-12

#### **Long Term Substitute Positions**

Knoch Senior High School--9<sup>th</sup> Grade English

**2007-2008**

Freeport Junior High School--8<sup>th</sup> Grade English

**2009**

Freeport Senior High School---Accounting, Computer Tech

**2009**

### **DELUXE CORPORATION, Shoreview, Minnesota**

**1987 – 2006**

#### **Sales Service Manager**

2005 – 2006

Achieved established revenue/profitability targets for assigned financial institution branches by effectively coaching, developing, managing, and deploying a region's Sales Service Representatives.

- Hit all target goals for percentage of branches with revenue and revenue per branch.
- Increased new customer business program revenue 140% over prior year.
- Increased existing customer business program revenue 120% over prior year.
- Developed creative solutions for individuals to monitor and manage territory and deliver sales message.
- Met annual operation plan by managing controllable expenses finishing the year at 38.8% under budget.

#### **Process Manager for Client Education (Sales Service Representatives)** 2001 – 2005

Accountable for the operational design and execution of 2 Sales Support roles: Sales Service Representatives and Client Education Specialist. Ensured fulfillment of Deluxe business objectives through strategic planning, process improvement, training/communication, resource planning, and performance management.

- Designed and managed project to transition all phone training work done in Kansas City Regional to the Sales Service Representatives and Client Education Specialists resulting in annual savings of \$250,451.
- Implemented a 2004 process for improving efficiency 123% over 2003.
- Implemented a 2005 process for improving cost to serve clients over 2004 cost.
  - Sales Service Representative = 87% improvement (\$100 per person to \$12.40).
  - Client Education Specialists = 14% improvement (\$23 per person to \$8.76).
- Designed on-line tool to track, monitor, forecast, and report on activity and efficiencies of both groups.
- Acted as the Subject Matter Expert during the planning of the Deluxe Business Advantage program launch to analyze and advise on geographic placement of 88 new Sales Service Representatives. Assigned and mapped the initial Sales Service territories for all 88 representatives.

**Performance Trainer for the Sales Service Representative Track** 1998 – 2000

Primary responsibilities included monitoring KPIs and providing performance feedback, team development and training, facilitating the staffing/hiring/selection process, operating as liaison between track and all areas of the business, working with key contacts from the business to partner in achieving corporate goals and continuous process improvement.

The Performance Trainer identified cost savings and revenue opportunities and determined cost effective solutions. This role also required me to spend time in the field with each individual SSR (21).

- Led an effort to increase Business Referral revenue in Spanish-speaking financial institutions and branches. The results were an increase of 42% over prior year (\$279,847 to \$363,501).
- Identified a cost-saving solution and laid the groundwork that made the shifting of phone training work from the Kansas City group to the SSRs possible. Implemented the solution in subsequent role of Process Manager, resulting in a \$250,451 annual savings.
- Designed rules of engagement between SSR group and other cross-functional groups within the organization, resulting in more smooth and integrated processes.

**Sales Service Representative** 1989 – 1999

Responsibilities included providing service and sales to financial institutions by handling customer relation details and day-to-day problems, discovering new opportunities to meet customer needs, implementing cost effective solutions and identifying revenue generating opportunities.

- Consistently met and exceeded annual objectives.
- Named the Subject Matter Expert for the Sales Service Representative group.
- Most requested SSR by Resource Deployment and Account Managers.
- Designed many of the training tools and presentations used by the SSR group.

**Customer Service Representative** 1987 – 1989

The CSR acted as liaison between the plant production process and financial institutions, enhancing communication, resolving complaints, and expediting customer inquiries and orders. They worked with Account Managers and customer data centers to correlate various programs and products for financial institutions. They also scheduled and conducted plant tours and training seminars for Deluxe's clients.

- Met and exceeded all productivity and accuracy goals.
- Performance ratings of Excellent.
- Specific request by management to apply for open Sales Service Representative position.

**JOB HISTORY BEFORE 1987 INCLUDES:**

**KEYSTONE OAKS SENIOR HIGH SCHOOL, Dormont, Pennsylvania, English 11 and 12**

**EDUCATION: BA+ 15, English, Minor in Education, Westminster College, New Wilmington, PA**

# NICHOLAS W. FUTULES DISTRICT 7



**OFFICE OF THE COUNTY COUNCIL**  
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PARKS, CHAIR

COMMITTEE MEMBER OF:  
APPOINTMENT REVIEW  
ECONOMIC  
DEVELOPMENT  
& HOUSING  
EDUCATION  
EXECUTIVE  
GOVERNMENT REFORM  
HEALTH & HUMAN  
SERVICES  
PUBLIC SAFETY  
PUBLIC WORKS  
MARKETING

June 9, 2014

Ms. Susan Goughler  
110 Altermoor Drive  
Natrona Heights, PA 15065

Dear Ms. Goughler:

This letter is to inform you that at the Regular Meeting of Allegheny County Council held on June 3, 2014 Council approved your reappointment to serve as a member of the Council of Friends to Harrison Hills Park for a term to expire on June 3, 2016.

We congratulate you on your reappointment and wish you the best of luck in this undertaking. We look forward to receiving your recommendations and stand willing to assist you in any way you believe appropriate.

Sincerely,

Nicholas W. Futules  
District 7 Representative

cc: Andy Baechle, Director, Allegheny County Parks Department

NF/eg