

Sharon E. Shields-Smock

1475 Murrah Road
Columbia, KY 42728
smocks@lindsey.edu
(270) 634-0024

RECEIVED

JAN 8 2016

Public Service
Commission

**Vacancy on the Board of
Commissioners of Adair County
Water District**

**CASE NO.
2015-00305**

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Sharon E. Shields-Smock

1475 Murrah Road
Columbia, KY 42728
(270) 634-0024 cell#
(270) 384-8525 Work#
smocks@lindsey.edu

PROFILE

A reliable, conscientious person with ten years experience working with customers, fellow employees and management within the water district environment. I would like to be part of the Board of Commissioners of Adair County Water District team that continues to serve our community by delivering a safe and reliable water supply. In short, I consider myself logical, with a practical approach to problem solving, eager to learn and have a genuine interest in serving the Adair County Community.

EXPERIENCE

Assistant to Registrar, Lindsey Wilson College, 210 Lindsey Wilson Street, Columbia, KY 42728 — 2011-Present

Work directly with Students to help setup semester schedules, degree audits, transcripts, and answer questions as necessary. I also work with Faculty and other Staff member and answer questions based on our current academic catalog degree requirements.

Customer Service/Office assistant, Newcomb Oil Company, 706 Burkesville Street, Columbia, KY 42728 — 2004-2011

Duties included but not limited to inputting delivery invoices, making corrections as needed, posting payments, taking customer calls and orders, preparing daily deposits and assisting walk in customers.

Customer Service Representative, Sweetwater Authority, Chula Vista, CA — 2003-2004

Hired via phone to work in the Customer Service Department. However upon arrival I was asked to work in their Accounts Payable Department for approximately 4 months to cover employee(s) on maternity leave. My duties included processing all check request for the district using their purchase order system, printed and mailed checks to vendors after Board approval. I also researched any discrepancies between purchase order request and billed

amounts. Once employee returned to work I then moved to the Customer Service department where I processed payments approximately 900 - 1,000 payments per day. Rotated on District multi line switchboard, balanced cash drawers at end of day

Customer Service Rep/Accountant/Customer Service Supervisor, Otay Water District, Spring Valley, CA — 1990-2001

I started in the Customer Service Department working with commercial customers to track and manually apply overuse penalties during drought enforcement prior to program development. Assisted computer programmer with irrigation program requirements based on Code of Ordinance established by Board of Directors. Worked in the Accounting Department at Otay Water District for approximately seven years prior to transferring back to the customer service area. During this time I worked with the fixed asset database, report writer, and worked closely with the Engineering Department on meter allocation for residential development. I also served as an Employee Representative for two years which negotiated with management the benefits for employees for a four year contract. Once I transferred back into the Customer Service Department in May 1998, my duties were to track and document problems with the Accounts Receivable program, setup a needs assessment for a new Accounts Receivable billing system by using a flow chart of current work processes to reduce work redundancies. Assisted in the purchase of new payment processing equipment and traveled to Wausau Wisconsin to test equipment and program prior to delivery. I applied for and was offered the position of Customer Service Supervisor at Otay Water District where I directly supervised three employees that handled all cash flow into District, approximately \$500,000 daily. My duties included setting up job standards, assisted in writing job descriptions, and performed performance evaluations. I also made payment arrangements with delinquent customers and assisted with difficult customers. Applied Property Liens with the County Assessors Office in the State of California for delinquent water/sewer bills. Worked with outside consultants in the procurement of a new Accounts Receivable billing system. I attended seminars through San Diego State University on supervisory skills, writing job descriptions, documentation of work performance, discipline and team building techniques.

EDUCATION

Pikeville College, Pikeville, KY - Bachelor of Business Administration, Emphasis in Accounting, 1988

Leslie County Area Vocational Center, Hyden, KY - Secretarial Degree, 1979

Leslie County High School, Hyden, KY - High School Diploma, 1978

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Appendix A - Supplemental questions for Kentucky Public Service Commission in Case No. 2015-00305

1. Provide your resume or curriculum:
See attached resume pages 1-2
2. Date of birth:
November 23, 1960
3. Current address:
1475 Murrah Road, Columbia, KY 42728
4. State whether you have been convicted of violating any law.
I have never been convicted of violating any law
5. State whether you reside in Adair District's territory.
I reside in Adair Water District territory
6. State whether you have fought a duel with deadly weapons.
I have never fought a duel with deadly weapons. I have never sent or accepted a challenge to fight a duel with deadly weapons nor have I ever assisted any person(s) in doing so.
7. State whether you are a customer of Adair District.
I am a customer of the Columbia Adair Water District Utility
8. Describe your educational background.
1988, awarded a Bachelor of Arts, Major in Business Administration with an emphasis in Accounting from Pikeville College.
9. Describe your experience in operating or managing a water utility.
I have had no direct experience in managing or operating a water utility. My experience is actually working at a water district and dealing with the day to day operations.
10. Describe your experience in managing or operating organizations similar to a water utility.
I have never managed or operated an organization similar to a water utility. I have supervised a department within a water district and worked in different capacities within the water district but never actually managed.
11. List all positions that you currently hold with any local, state, or federal government entity.
I do not hold any positions within a local, state or federal governmental entity.
12. List all non-governmental organizations and non-profit corporations for which you serve as an officer.
The only non-profit organization I worked with was Adair Community Action which focused mainly on child abuse in Adair County. To the best of my knowledge Adair Community Action did not have any organization or corporate transactions with Adair Water District.
13. List all contracts that you have entered into with Adair District:
I have never entered into a contract nor agreement with Adair Water District to provide goods or services.
14. List all business transactions that you have had with Adair District:
I have had no business transactions with Adair County Water district other than the water service provided to my residents.
15. List all family members that Adair District currently employs:
I have no family members that work for Adair Water District.

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16. List all family members that Adair District has previously employed:
I have never had a family member to my knowledge that has worked for or with Adair Water District.
17. to the best of your knowledge, list all contracts that businesses owned by family members have entered into with Adair District.
No contracts by family members with Adair Water district.
18. To the best of you knowledge, list all business transactions that businesses owned by family members have entered into with Adair District:
No business transactions to the best of my knowledge with any of my family to provide goods and services to Adair Water District.
19. List all courses of water district management training:
I have never had a water district management training course. The only management courses taken were during my college training. I have taken multiple seminar courses at San Diego State involving job descriptions, supervisory skills, documentation of work performances, discipline and team building but no water management courses.
20. State you Social Security number:
██████████
21. If you have previously served as a member of Adair District's Board of Commissioners, state:
I have never served as a member of the Adair District's Board of Commissioners.
(A) None
(B) Not applicable

The Information provided in Appendix A is accurate to the best of my knowledge



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Date 1/6/16