



2023
WSAPT
SPRING EDUCATION
CONFERENCE

April 24th & 25th

MONDAY

- Customer Service Training for Government Agencies

TUESDAY

- Growing Your Career

Monday, April 24, 2023 | 8:30–4:30 p.m.

Customer Service Training for Government Agencies – Barb Mock .6 PP CEUs

This customer service training is designed for those who work for government agencies and routinely interact with both internal and external customers. The course covers all aspects of professional communication and customer service for working with members of the public and coworkers. There will be many fun activities, videos, and discussions to keep participants engaged. Topics will include: Government customer service: complicated rules & regulations, challenges & differences from Private sector; Communication: professionalism, etiquette, non-verbal, listening skills; Dealing with customers: learning from negative experiences, staying professional and much more!

Presented by Barb Mock, Retired Director, Snohomish County Planning and Dev. Services

Barb served as the Director of Snohomish County Planning and Development Services from 2016 until her retirement in the spring of 2021. She worked for the County for 44 years in various roles including receptionist, permit technician, land development specialist, planner, senior planner and subdivision team leader before becoming a Business Process and Technology and GIS Manager. She also served as the Manager for Long Range Planning before being appointed Director. A powerful voice for customer service and regional collaboration, Barb brought customers and staff to the table and inspired team work and dedication to improving services. Barb received her certificate in Project Management from the University of Washington in 2005 and used her training to lead a number of strategic projects focused on process improvement and technology including Online Permitting and Mybuildingpermit.com, Postcard Notice, an Inspections Improvement Project, Electronic Plan Submittal, and upgrading the permit tracking system (AMANDA) to a web-based version of the software. As a retiree, she has enjoyed traveling in a motorhome with her husband Mike around the western states, hiking, biking and golfing along the way. For the spring and summer she'll be back in Washington and spending time with her four grandkids.

Tuesday, April 25, 2023 | 8:30–4:30 p.m.

Growing Your Career – Samantha Loyuk .6 PP CEUs

This training is for permit techs who are interested in career growth within the community development field. Whether you're just starting out or have been in the permit world for years, career advancement and recognition is a common desire for all. Exposure to an array of professional specialties (fields) such as planning/zoning, surface water/drainage, building code, inspections, project management, and technology (I.T.) make permit techs in a unique and advantageous position that is prime for career growth. This training helps you position yourself towards opportunities that are right for you and lays the groundwork needed to get there. Topics will include professional commitment, humility, and growth, overcoming roadblocks, service philosophies, doing hard things, working with others, always learning, and finding the right opportunity for you.

Presented by Samantha Loyuk, Development Services Director, City of Kenmore

Samantha currently serves as the Development Service Director for the City of Kenmore. She has worked for local government for the last 18 years in various development-related roles. Her career in community development started at the City of Seattle where she worked as an administrative specialist and permit technician in the Development Services Department (now called Seattle Department of Construction & Inspections or "SDCI"). After graduating from the University of Washington with a bachelor's degree in Community, Environment, and Planning (CEP), Samantha started at the City of Kenmore as a permit specialist. Within the last 13 years she was promoted to an assistant planner, associate planner, planner, senior planner, and development services director. Samantha is passionate about planning, development, design, affordable housing, trees, environmental protection, growth management, and helping people love where they live. At home she stays busy with her five children, husband, and dog. She is active in her local church and her weekends usually include some kind of school-sponsored sporting event (mostly basketball).

CONFERENCE DETAILS

Name	
Title	
Jurisdiction	
Address	
City/Zip	
Phone	
Email	

Mon/Tues, April 24th & 25th

First time attendee? YES NO

If you have accessibility or special dietary needs, please contact Tela Gardner
tgardner@kirklandwa.gov

COST:

2-DAY: \$200-MEMBER; \$275-NONMEMBER

1-DAY: \$125-MEMBER; \$200-NONMEMBER

Deadline: March 23, 2023

Registration/Payments can be made online at
www.wsapt.org —OR—

Mail/Email the registration form to:

c/o Deepti Khanna, WSAPT Treasurer

1800 Continental Place

Mount Vernon WA 98273

360-416-1397 | info@wsapt.org

WSAPT Tax ID# 11-3772713

- **REGISTRATION IS OPEN:** - Online at www.wsapt.org or mail in your registration with payment or purchase order to reserve a spot. If you are unable to attend and do not notify us by April 5, 2023, the fee will be retained or charged if you have a purchase order. A \$25.00 administrative charge will be deducted from refunds. Substitutions may be made prior to or during conference check-in.
- **ON-SITE REGISTRATION: Monday 7:30 a.m. | Tuesday 8:00 a.m.**
- **MEALS: Daily breakfast buffet included with hotel registration. Lunch and dinner on your own.**
- **CONTINUING EDUCATION UNITS** will be awarded to those completing the course.
- **HOSPITALITY EVENT:** Stay tuned for more details!
- **ACCOMMODATIONS:** A block of rooms have been reserved at special rates for April 23rd & 24th \$199-\$208* plus applicable taxes per night. Additional charges may apply for additional guests. If you plan to attend, *book your room now* using the **conference ID# 10803**. Keep in mind Enzian has a 14-day cancellation policy.

Enzian Inn

590 Highway 2 ☒ Leavenworth, WA 98826

Group Reservation Number: 10803

800♦223♦8511 | 509♦548♦5269

Web: www.enzianinn.com

Email: events@enzianinn.com



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