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# State of New Hampshire

DEPARTMENT OF SAFETY  
OFFICE OF THE COMMISSIONER  
33 HAZEN DR. CONCORD, NH 03305  
603/271-2791

JOHN J. BARTHELMES  
COMMISSIONER

October 7, 2013

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Executive Council  
State House

Concord, NH 03301

### Requested Item

Pursuant to RSA 94:3, the Department of Safety, Office of the Commissioner, respectfully requests that William Joseph, Deputy Director of the Division of Motor Vehicles (Position #9U567), who is currently at Step #1 (\$68,360) of Group FF on the unclassified salary schedule in RSA 94:1-a, be granted one annual step and moved to step #2 (\$72,564) effective upon Governor and Council approval.

### Explanation

RSA 94:3 "Yearly Service Increases", states, in part, that "upon recommendation of the appointing authority, the holder of any position mentioned in RSA 94:1-a shall be entitled to an annual increase in salary amounting to 1/5 of the difference between the minimum and maximum salary for said position but in no case shall the total salary exceed the maximum as herein established".

Deputy Director Joseph was appointed to his position on August 9, 2012 and became eligible to advance to the next step on the salary scale on October 7, 2013. Mr. Joseph has an excellent combination of both public and private sector experience that will continue to improve all aspects of customer service at the Division of Motor Vehicles. His work performance has been extremely satisfactory. His commission expires on August 9, 2016.

Respectfully submitted,

*John J. Barthelmes*  
John J. Barthelmes  
Commissioner

# William R. Joseph

[REDACTED]  
[REDACTED]  
[REDACTED]

## **Skills:**

Over many years of experience I have had the opportunity to develop skills in several businesses including manufacturing, reorganizing business practices, and production oversight. I have also had the opportunity to supervise, train and hire. In all of these businesses I have had to excel at customer service and I have worked behind the scenes in administrative positions.

## **Education:**

Plymouth State University  
Marketing Techniques/MBA Program

University of Massachusetts  
Dartmouth, Ma.  
Bachelor's Degree in Psychology

N. H. Police Academy  
Concord, N.H.  
Police Officer Training

## **Community Service:**

Currently serving as a member of the Newfound Area School District Budget Committee  
Private school administrator 1998-2004

## **Work History:**

9/11-present: Dept. of Safety, Division of Motor Vehicles, Deputy Director

Responsible for the day to day operations of the DMV with special emphasis on the improvement of customer service to the citizens of New Hampshire

Responsible for improving processes within the DMV which result in improved services to the public

8/10 – 9/11: Dept of Safety, Division of Motor Vehicles, Supervisor Bureau of Driver Licensing, Concord, NH.

Oversight of the Bureau of Driver Licensing, Motorcycle Rider Training, Driver Education Department

Manage established budget for the bureau

Plan in cooperation with other bureaus for future budgets

Establish and implement program improvements for each area

Emphasize customer service goals established by the DMV

08/09 – 08/10: Dept. of Safety, Division of Motor Vehicles, Assistant Supervisor Bureau of Driver Licensing, Concord, NH

Oversight of Licensing Bureau including scheduling, payroll, and office management

Oversight of the fifteen satellite offices

Oversight of license production  
Employee Reviews  
Customer Service

2007-01/09: Shipping and Receiving & Inventory Control Supervisor for Stonewall Cable in Rumney, N.H.

Stonewall Cable hired me to reorganize and improve their weak Shipping /Receiving and Inventory Control Department. I had to initially learn the company products and mode of operation. I evaluated the departments' efficiency and productivity in the areas of employees, inventory accuracy, work space and product layout. As a result of these changes the company saw increased employee moral and productivity and reduced stock room errors. I also saved the company money as I was able to reduce the number of employees needed in the department. Inventory went from chaos to accurate due to significant procedural changes in the stock room. Every product in this department stored in house and in storage trailers was inventoried. Items were counted, labeled, categorized, binned and entered into the materials management system. This aided the company by giving the Purchasing Dept. accurate product counts. It aided Purchasing manage timely ordering and it allowed Production to use components and cable previously unaccounted for in the system. I also saved this company money by reducing the number of storage trailers needed. This department is now organized and running efficiently.

2003 – 2007: Owner and Manager of Professional Image Dry Cleaners & Laundry Derry, N.H.

I purchased this established business in 2003. I learned all aspects of this business while upgrading the equipment, quality of production and customer service. To do this, I became involved with every aspect of the business. I was involved in the daily operation of the plant which included dry cleaning, shirt pressing and assembly of all orders. I managed all the finances, as well as, purchasing and dealt with all employee and customer service issues. I increased the volume of this business significantly and I also added another store location in 2006. I sold this business in January 2007.

1998 – 2003: Fleet Administrator & Equipment Supervisor for the N.H. State Police in Concord, NH.

Responsibilities included the coordination of a fleet of more than 300 vehicles, ordering all police vehicles and emergency equipment for installation in these vehicles, oversight over the installation of this emergency equipment and the issuance of the vehicles to all state police employees and also oversight over the maintenance of theses vehicles. I also purchased all police uniforms and equipment except for firearms and was responsible for issuing this as well. I was responsible for accurately tracking vehicle, uniform & equipment inventories.

1993 – 1997: Principal / Administrator for Calvary Christian School, Plymouth, NH.

This entailed the oversight of a church associated school with 110 – 120 students K – 12. Responsibilities included the supervision of 12 full time teachers and several part time teachers, the complete administration of the school from payroll to accounts payable and accounts receivable, oversight of the athletic program and coaching the girls basketball team and assistant coach for the boys team, initiating, organizing and scheduling participation in an interscholastic fine arts program and overseeing and coordinating fund raising, construction and volunteers for

the building of a million dollar gym addition. After leaving the position of principal I continued on as the school administrator until 2004.

1986 – Present: Owner of Alternative Solution Cleaning Bristol, N.H.

My wife and I started and successfully turned this commercial janitorial business into a profitable enterprise. As owner, I have had the responsibilities of overseeing the entire operation including personnel issues, hiring, training, firing, purchasing, payroll, accounts payable and accounts receivable. My daughters currently manage and oversee the daily operation of the company. I currently do not have an active role in the company.

1982 – 1986: Production Supervisor for National Power Products Belmont, N.H.

I had the oversight of approximately 55 production workers who assembled various types of power supplies.

1980 – 1982: Probation Officer for the Laconia District Court, Laconia, N.H.

1977 -1980: Police Officer for the towns of Sanbornton and Tilton, N.H.

**References:**

Mr. Richard Kirby  
Business Owner  
PO Box 217  
Hebron, N.H. 03241  
(603) 744-0101

Mr. Kris Brandenburg  
9299 Mount Gilead Rd.  
Fredricktown, OH.  
(740) 848-9079

Lt. William Haynes  
Troop Commander, Troop G  
Concord, NH 03305  
271-3339

# TITLE VI PUBLIC OFFICERS AND EMPLOYEES

## CHAPTER 94 COMPENSATION OF CERTAIN STATE OFFICERS

### Section 94:3

**94:3 Yearly Service Increases.** – For each year after July 1, 1953, upon recommendation of the appointing authority, the holder of any position mentioned in RSA 94:1-a shall be entitled to an annual increase in salary amounting to 1/5 of the difference between the minimum and maximum salary for said position but in no case shall the total salary exceed the maximum as herein established.

**Source.** 1953, 265:3. RSA 94:3. 1977, 600:73, eff. June 17, 1977.