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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

August 25, 2015

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, with the authorization of the Office of the Governor, respectfully requests approval of an annual salary increase for William Joseph, Deputy Director of the Division of Motor Vehicles, in the amount of \$4,395.45 from a current salary of \$80,261.96 to a new annual salary of \$84,657.41. Deputy Director Joseph is employed in unclassified position 9U567 and becomes eligible for a salary increase on October 7, 2015.

### 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 is eligible to advance to the next step on the salary scale on October 7, 2015. Mr. Joseph is currently being paid in Labor Grade FF at Step 3. We respectfully request approval of an annual salary step increase for Mr. Joseph to a Step 4 (\$84,657.41) effective on October 7, 2015.

Respectfully submitted,

  
John J. Barthelmes  
Commissioner

# William R. Joseph



## **Skills:**

Over many years of experience in both the private and public sector 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:**

Served as a member of the Newfound Area School District Budget Committee from 2011-2013  
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 improved customer service to the citizens of New Hampshire
- Manage and have oversight over 14 satellite offices and approximately 220 employees
- Identify and implement processes and practices to increase efficiency from CSR staff
- Identified transaction types and plate types that historically had only been completed at our central location in Concord, NH and moved these transactions and plate types to satellite offices throughout the state resulting in reduced foot traffic in Concord and improved customer service for our citizens.
- Initiated complete update of the DMV website resulting in a more complete and citizen friendly website that is regularly updated as business practices or as laws and administrative rules change.
- Initiated and implemented an internal electronic manual within the DMV to provide up to date information in order to answer questions that arise within the

DMV and to provide call center staff with the current information to answer questions that the citizens of New Hampshire may ask.

- Initiated and implemented a training strategy and training program for new hires to the DMV and for established employees. Previously, employees were not fully trained in their assigned area prior to deployment. In conjunction with the DMV training specialist, standards for training were developed for every level of new employee hired by the DMV. The training specialist also developed online classes that can be taken at the employee's convenience. The result has been far greater success for new employees when they are deployed to their permanent position.
- Initiated and developed a significant cross training effort across the board within the DMV to provide greater flexibility for staffing and to provide better customer service for the citizens of New Hampshire.
- Initiated the development of a new DMV logo which has been a way to "rebrand" the DMV and this logo has been adopted by the division.
- Oversight of all DMV personnel and disciplinary actions. Established a consistent process to deal with disciplinary issues that arise.

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 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 inventory accuracy, work space and product layout and work flow. After completing this evaluation I took the following actions;

- All inventory was evaluated, counted and entered into a materials management system.
- Leased storage trailers were reduced from three to one due to organization of materials.
- Organized all inventory to improve work flow, material and component accessibility.

- Reduced the need for one employee within the department.
- Additional identified and inventoried materials resulted in a savings for the purchasing department.
- Maintained an accurate materials management database moving forward.

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 product produced and improved customer service. To do this, I became involved with every aspect of the business. I managed the daily operation of the production 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 retail 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 these vehicles. I also purchased all police uniforms and equipment except for firearms and was responsible for issuing this equipment 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:** Upon request

# 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.