

# SERVICE OKLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

VOLUME 13

MAY 2024



Happy May, Service Oklahoma! This month kicks off with State Employee Appreciation Week on May 6 – 10 and we couldn't be more excited to celebrate the incredible work of the Service Oklahoma team.

Whether you're a subject matter expert that's been with the State for years, or one of our newest employees, we're grateful for your commitment to providing best-in-class service and serving our fellow Oklahomans purposefully.

We were created to reimagine the way government services are administered and that work is only possible because of the innovation and dedication of our employees. Thank you for embodying our core values – pioneering, authentic, reliable, neighborly, trusted teammate – in the work you do every day.



## NEWSLETTER HIGHLIGHTS

- ▶ [Leadership Update](#)
- ▶ [Welcome to the Team](#)
- ▶ [Public Employee Appreciation Week](#)
- ▶ [DL Examiner of the Year](#)
- ▶ [Employee Spring Golf League](#)
- ▶ [Licensed Operator of the Month](#)
- ▶ [SOK Store Open](#)
- ▶ [Solar Eclipse Photos](#)
- ▶ [Employee Anniversaries](#)
- ▶ [Retirements](#)

# Customer Experience Update



Quick and easy service, and the added bonus is that the staff is very cordial, efficient, and a joy to be around!

*Customer Review for Service Oklahoma Claremore*



*This month's Leadership Update comes from Matthew Hunt, Service Oklahoma's Director of Customer Experience.*

As a child, accompanying my dad to his job managing a JCPenney store, I learned the fundamentals of customer

service. His approach—greeting every customer within 5 feet of you, maintaining a pristine environment and embodying the philosophy that no job was too small—taught me what best-in-class service truly means.

In addition to seeing my dad in action, I have been inspired by Horst Schulz, co-founder of Ritz-Carlton, who defines best-in-class service as prompt, error-free, and neighborly. This trio of qualities sets apart all remarkable service experiences, much like what makes Chick-fil-A shine.

At Service Oklahoma, we're not just performing tasks, we're reimagining the delivery of government services. This vision for transformation and our daily commitment to the Service Oklahoma mission are what drove me to join this team and fuel my passion every day.

Whether it's seeing our Edmond location boost its Google review rating to 4.8 stars, celebrating 126 five-

star reviews at the Broken Arrow Drive Test Center or witnessing our Idabel staff assist with a joyful spirit during an out-of-state CDL transfer, I see a desire and drive to provide best-in-class service across the state.

Our success stories stem from the dedication of our incredible team, each member vital in upholding our mission and vision. In 2024, our focus is on ensuring a consistent customer experience across Oklahoma.

Consistency in our information, training, procedures and customer interactions is crucial in our quest to provide best-in-class service.

Imagine visiting your favorite fast-food restaurant and receiving a different meal than what you ordered because, in this location, they call your favorite meal something different. This inconsistency can undermine all other efforts to provide a best-in-class customer experience.

I am eager to hear your ideas on how we can continue to elevate and maintain our standard of service. Whether through team meetings, emails, phone calls or casual conversations, your insights are invaluable. Don't hesitate to reach out to me at [matthew.hunt@service.ok.gov](mailto:matthew.hunt@service.ok.gov). Let's keep pushing the boundaries of what it means to deliver exceptional government services! ★

# Welcome to the Team

Service Oklahoma is excited to welcome our newest employees to the team!

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**Kaitlin Taylor**  
Driver License Examiner  
Part-Time  
Antlers



**Carie Herin**  
Driver License Examiner  
Part-Time  
Bartlesville



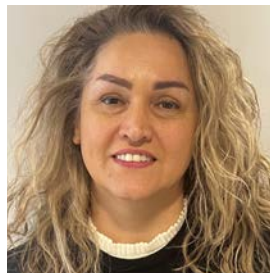
**Amy Morse**  
Driver License Examiner I  
Broken Arrow



**Frank Klucevsek**  
Driver License Examiner  
Part-Time  
Claremore



**Stacy Weathers**  
Driver License Examiner  
Part-Time  
Clinton



**Maryam Afaridel**  
Driver License Examiner  
Part-Time  
Edmond



**Tracy Nguyen**  
Driver License Examiner  
Part-Time  
Edmond



**Audra Pester**  
Driver License Examiner  
Part-Time  
Enid



**Rachel Schmidt**  
Driver License Examiner  
Part-Time  
Enid



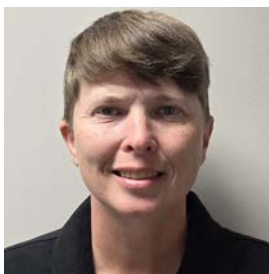
**Carolyn Tate-Robertson**  
Driver License Examiner Part-  
Time  
Lawton



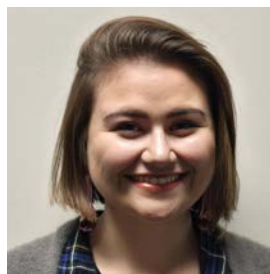
**Bryn Barney**  
Driver License Examiner  
Part-Time  
Lawton



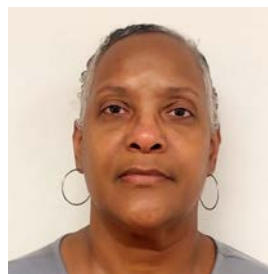
**Micah Niedfeldt**  
Driver License Examiner  
Part-Time  
McAlester



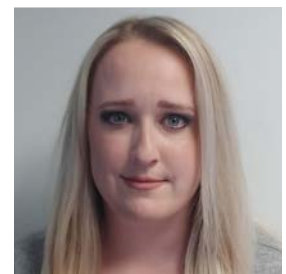
**Rebecca Rowan**  
Driver License Examiner  
Part-Time  
Miami



**Savana Black**  
Driver License Examiner  
Part-Time  
Miami



**Charlene Melton**  
Driver License Examiner  
Part-Time  
Muskogee

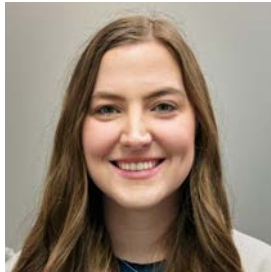


**Kim Perry**  
Driver License Examiner  
Part-Time  
Muskogee

# Welcome to the Team

Service Oklahoma is excited to welcome our newest employees to the team!

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**Alicia Merrick**  
Engagement Manager  
OKC-Classen



**Brittney Jordan**  
Driver License Examiner  
Part-Time  
OKC-Classen



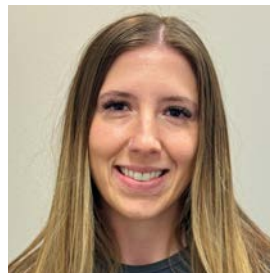
**Ila Estraca**  
Business Support  
Specialist  
OKC-Classen



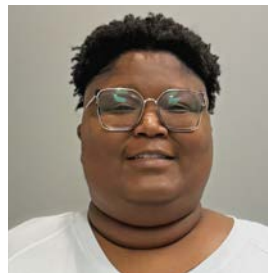
**Jonathon Chapmond**  
Central Processing  
Specialist  
OKC-Classen



**Rachel Beaver**  
Central Processing  
Specialist  
OKC-Classen



**Samantha Banta**  
Transactional Auditor I  
OKC-Classen



**Khalia Landon**  
HR Recruitment &  
Personnel Partner  
OKC-Classen



**Miracle Spriggs**  
MV Title Possessory  
Lien Specialist  
OKC-Classen



**Phoenix Nguyen**  
Transaction Auditor I  
OKC-Classen



**Stephen Beam**  
Driver License Examiner I  
Part-Time  
OKC-I-240



**Angela Martinez**  
Driver License Examiner  
Part-Time  
Ponca City



**Melissa Alford**  
Driver License Examiner  
Part-Time  
Stillwater



**Martin Hinkson**  
Driver License Examiner  
Part-Time  
Tulsa West

# Employee Appreciation Week is May 6 – 10!



## Employee Appreciation Week!

State Employee Appreciation Week is all about celebrating YOU and your service to our fellow Oklahomans. We look forward to connecting with everyone as we celebrate the entire Service Oklahoma team!

Packed with exciting prizes, fun events and delicious treats, here's what you can expect and how to participate in Employee Appreciation Week.

### Prize Drawings for Employees Around the State

All Service Oklahoma employees were entered to win one of 16 prizes, with winners in every region around the state!

### Grab Your Coworkers and Enter the Team Photo Contest

Any Service Oklahoma team, field office, division or officemates can enter the Team Photo Contest for the chance to win a pizza party lunch!

We encourage all employees to get creative and take a photo representing one of Service Oklahoma's five core values:

- ▶ Pioneering
- ▶ Authentic
- ▶ Reliable
- ▶ Neighborly
- ▶ Trusted Teammate

To enter, email your photo to [serviceok-hr@service.ok.gov](mailto:serviceok-hr@service.ok.gov) and include the core value you're representing and the team members in the photo. The winning team will be announced following Employee Appreciation Week.

### Get Ready for the Annual Picnic Lunch on Friday, May 10

We're working with each location around the state to ensure everyone on the team can enjoy lunch on Friday. The Annual Picnic Lunch will be a wonderful way to wrap up Employee Appreciation Week! ★

# Oklahoma Driver License Examiner of the Year



Heather Thompson, Driver License Examiner Lead in Miami, was named the American Association of Motor Vehicle Administrators (AAMVA) International Driver Examiner Certification Board Examiner of the Year for the State of Oklahoma.

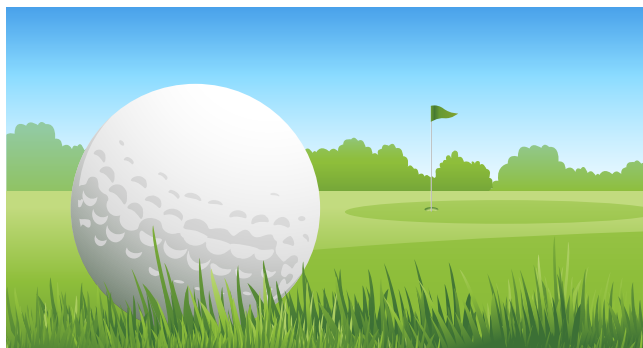
Heather has been a Driver License Examiner with the state since 2019. For the last four years, she has consistently delivered quality service in our small-town Miami office, treating everyone she meets with kindness and respect.

Heather has been recognized by AAMVA for her exceptional performance and dedication to highway safety through her duties and responsibilities as a driver license examiner.

At Service Oklahoma, we aspire to be the most customer-centric state in America. Our mission is to ease the stress of navigating government services by providing a best-in-class customer experience. Heather exemplifies that mission every day. Congratulations, Heather! ★



Heather Thompson and Regional Manager Buffy Smith



## OKC State Employee Spring Golf League

The OKC State Employee Spring Golf League is now in full swing, but don't worry, there's still time to sign up if you want to participate!

The Spring league began on Thursday, April 18, and will last through Thursday, June 27, excluding June 20.

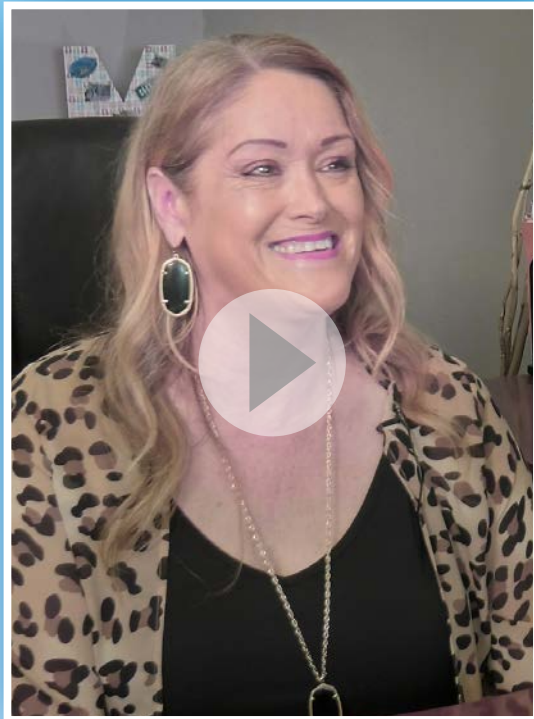
If you are looking to sign up for the Fall league, it is slated to run from the end of July to mid-September. The exact dates are TBD.

The League is structured as 2-person teams and you can get paired if you don't have a partner. This is a non-competitive 9-hole just-for-fun Golf League that occurs Thursday nights at Lincoln Park Golf Course alternating between East and West courses as they can accommodate, weather permitting.

You don't have to participate every week and the tee times range from 5:00 – 5:30 each week depending on the number of participants.

The prices are \$21.45 to walk or \$31.23 to ride for nine holes. You can play more than nine holes if you like, just coordinate with the pro shop when you check-in. For more information, contact Tommy Foskin at [tommy.foskin@service.ok.gov](mailto:tommy.foskin@service.ok.gov). ★

# ANGIE MURRAY



## **PERATOR** OF THE *Month!*

### FEATURING THE MADILL TAG AGENCY!

This month's Licensed Operator of the Month is [Angie Murray at the Madill Tag Agency](#) in Madill, Oklahoma!

One of the most popular registration services they provide comes from being close to the shores of Lake Texoma. From registering boats to providing other driver license and motor vehicle services, Angie and the Madill Tag Agency team have been serving their community since 2013!



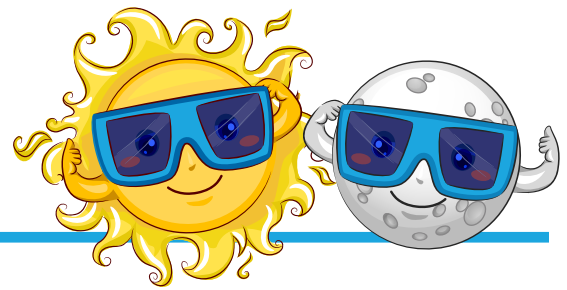
## The Service Oklahoma employee store is open for the next two weeks!

Those wanting an additional Service Oklahoma t-shirt can purchase it for \$9.50 plus tax. Sizes 2X and up will incur a \$2 increment charge per size up to 6X.

**CLICK HERE**

Employees can purchase as many shirts as they like! Access the employee shirt store at this [link!](#) ★

# Solar Eclipse



Service Oklahoma employees around the State took a few minutes to catch the solar eclipse as it moved across the U.S., with a portion of Oklahoma experiencing total darkness on April 8, 2024.



**Clinton:** Berenice Zavala-Ramos



**Clinton:** Carol Coutino



**Clinton:** Christian Limas



**Hinton:** Tanya Diaz, Dixie Whitman and Dustin Turner



**Tulsa Eastgate:** Raul Urias, Jesse Stanco, Charly Hinds and Rebecca Lea



**Chickasha:** Rios Bryant and Angie Smith



**Woodward:** Ann Hamaker, Melody Culp and Brenda Nebhut



**Tulsa Eastgate:** Raul Urias, Charly Hind, Rebecca Lea, Jesse Stanco and Elizabeth Perry



**Classen HQ:** Sarah Ross, Sammie Harley, Randall Phillips, Katie Schaller and Sarah Sands





# Happy Anniversaries

Happy anniversary to our Service Oklahoma teammates who are celebrating milestone anniversaries with the State in May!

## 5, 10, 15 Years



- Bryan Atchley** 5 | May 20  
Driver's License Examiner II, Clinton
- Amanda Urban** 10 | May 01  
MV Processing Specialist II, OKC Classen
- Kim Miller** 15 | May 14  
MV Supervisor, OKC Classen
- Tamie Knudson** 15 | May 18  
CDL Examiner, Lawton
- Annette Zaranti** 15 | May 18  
CDL Examiner, Tulsa West

## 20, 35 Years



- Anthony Lister** 20 | May 19  
Service Center Supervisor, OKC I-240
- Gayla McKenzie** 35 | May 15  
Service Center Supervisor, Tulsa East



## Retirements

We are honored to celebrate the following employees retiring this month for their many years of service with the State. We wish them the best in retirement!

**ELAINE MYERS**  
11 YEARS OF SERVICE  
Tulsa West

**GAYLA MCKENZIE**  
35 YEARS OF SERVICE  
Tulsa East

**LISA WEST**  
30 YEARS OF SERVICE  
Tulsa East

**DEVESHIA NATT**  
27 YEARS OF SERVICE  
Idabel

**JANICE MARSH**  
20 YEARS OF SERVICE  
OKC-Classen