

CLERK'S OFFICE

**APPROVED**

Date: 9-15-09 **ANCHORAGE, ALASKA**  
**AR NO. 2009-227**

Submitted by: ASSEMBLY CHAIR OSSIANDER

Prepared by: Municipal Clerk

For reading: September 15, 2009

**A RESOLUTION OF THE ANCHORAGE MUNICIPAL ASSEMBLY CONFIRMING THE  
APPOINTMENT OF JACQUELINE C. DUKE AS DEPUTY MUNICIPAL CLERK.**

WHEREAS, pursuant to Anchorage Municipal Code Section 2.20.055 A.4.a.,  
"The municipal clerk shall hire the deputy municipal clerks, in consultation with the  
presiding officer, subject to confirmation by the assembly"; and

WHEREAS, Deputy Municipal Clerk Linda L. Heim retired September 11, 2009  
as the Deputy Clerk (Boards, licensing and administration); and

WHEREAS, Jacqueline C. Duke has served the Municipality of Anchorage in the  
Office of Equal Opportunity, the Municipal Clerk's Office and the Mayor's Office; and

WHEREAS, Jacqueline C. Duke has received the Certified Municipal Clerk  
designation from the International Institute of Municipal Clerks; and


WHEREAS, Municipal Clerk Barbara E. Gruenstein, in consultation with  
Chair Debbie Ossiander, has hired Jacqueline C. Duke as Deputy Municipal Clerk,  
subject to Assembly confirmation.

NOW, THEREFORE, the Anchorage Assembly resolves:

Section 1: That Jacqueline C. Duke is confirmed as Deputy Municipal Clerk at  
the annual compensation of \$65,000.

Section 2: That this resolution shall take effect immediately upon passage and  
approval.

PASSED AND APPROVED by the Anchorage Assembly this 15<sup>th</sup> day of  
September, 2009.

  
Chair

ATTEST:

  
Municipal Clerk

Jacqueline C. Duke

833 West 12<sup>th</sup> Avenue Anchorage, Ak 99501

907-350-8905 Jacquelinesduke@hotmail.com

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<b>Profile</b>	My education and background is in business management and hospitality however I have spent the last four years working at the Municipality of Anchorage in the Mayor's Office of Equal Opportunity, The Clerk's Office and most recently the Mayor's Office. Working in these offices I feel I have an excellent grasp of how the Municipality works.	
<b>Education</b>	B.S. Hotel & Restaurant Management, University of Houston Conrad Hilton College of Hotel and Restaurant Management	May 2002
	Minor, Business Administration, University of Houston	May 2002
<b>Certification</b>	<b>Certified Municipal Clerk with the International Institute of Municipal Clerks</b>	2009
<b>Continuing Education</b>	<b>Member of the International Institute of Municipal Clerks</b>	
	<b>MOA continuing education credits through the University of Alaska: Effective Business Writing, Human Resources Law &amp; Cashier Training</b>	2006-2009 2006/2007
<b>Career History</b>	<b>Municipality of Anchorage, Mayor Dan Sullivan's Office Anchorage, Ak</b> <span style="float: right;"><b>July 09-Sept 09</b></span>	
	<b>Constituent Relations</b>	
	<ul style="list-style-type: none"><li>• Respond and Resolve citizen complaints, inquiries for information</li><li>• Manage and monitor municipal advertising contracts</li><li>• Coordinate advertising requests/placements for all municipal departments</li><li>• Manage Mayor's Office Website</li><li>• Staff Support to Anchorage Sister Cities</li><li>• Coordinate Good New Great Kids</li><li>• Provide staff support in preparing assembly memorandums and other assembly documents for submission to PACE</li><li>• Research write and prepare Proclamations</li><li>• Manage multiple phone lines</li><li>• Alternate IT Coordinator</li><li>• Provide Notary Service</li></ul>	
	<b>The Municipality of Anchorage, Clerk's Office Anchorage, Ak</b> <span style="float: right;"><b>Feb 06-July 09</b></span>	
	<b>Business License Clerk</b>	
	<ul style="list-style-type: none"><li>• Liaison between State of Alaska Alcohol Beverage Control Board and Anchorage Assembly; processing Municipality's Liquor Licenses</li><li>• Prepare Agenda Documents for Assembly Meetings</li><li>• Process all business licenses mandated under AMC Title 10</li><li>• Work with various Municipal departments in inspections of businesses and maintaining standards for keeping their business licensed</li><li>• Manage the Clerk/Assembly's Web Site; EGovernment Point of Contact Person</li><li>• Maintain open communication with Community Councils, the Public and Assembly concerning Liquor and Business licenses.</li><li>• Office Staff to all Eleven Council Members on the Assembly</li><li>• Keep master calendar for Clerk's Office Conference Rooms</li><li>• Clerk Assembly Meetings</li><li>• Respond to public inquiries and complaints made by phone or physical visit and directs public to appropriate Assembly member or Municipal Department.</li><li>• Assists Public with research and interpretation of Municipal Code</li><li>• Assist in Amending Several Title 10 Business Licenses</li><li>• Increased license revenue by 35% and decreased license process time by 50%</li></ul>	

**Municipality of Anchorage, Mayor's office of Equal Opportunity, Anchorage, Ak**

April 05-Sept 05

**Administrative Assistant**

- Organized and ran the Mayor's Youth Golf Tournament
- Maintained multiple Databases one being all Municipal employee complaint investigations
- Attended Municipal Wide Diversity meetings and took minutes
- Made travel arrangements
- Booked meetings and kept calendars for office staff
- Filed approved bids on contracts for City Projects
- General office duties

**Duke Investments dba Chili's Grill & Bar, Anchorage, Ak**

May 02-March 05

**Franchise Training Coordinator**

- Responsible for the training and development of the Chili's Grill & Bar Manager and Employees for the Franchise in Alaska
- Processed all new hire paperwork and conducted orientation classes
- New Manager development training
- Continuing education of Management
- In store inspections and quality assurance checklists, annual, weekly, monthly
- Managed Store; varied shifts
- Development, Training of In Store Training Team

**Nordstrom Department Store, Anchorage, Ak**

Dec 1999-Sept 2006

**Sales Associate**

- Woman's Shoes
- Men's Furnishings
- Men's Suites
- Men's Fragrances

**University of Houston, Houston, Tx**

2000-2002

**Administrative Assistant**

- Assistant to the Student Services Department
- Helped students plan class schedules
- Conducted Campus Tours
- Kept calendar for meeting and appts for all college counselors

**Archives Assistant**

- Archived new Hospitality Collections i.e. Hilton, Marriott
- Conducted Student Tours of the Hospitality Archives
- Assisted in internet and book research
- Assistant to the head of archives, performing general office duties as well as creating projects and large displays for the public
- Transcribed historic interviews