

39th Annual

**Municipal  
Clerks  
Institute**

UNIVERSITY OF ARKANSAS

*“Opening Doors for Arkansas Clerks”*

**Certification Program**  
September 18-23, 2011

**Advanced Academy**  
September 21-22, 2011

# *Welcome from the Director...*

*For nearly four decades, the Municipal Clerks Institute has provided new ideas and practical skills to Arkansas' municipal clerks, recorders and treasurers. We have matched input from the front lines of the profession with expertise from around the state, creating an environment for exchanging information and sharing solutions to common challenges.*

*You will have opportunities to meet and learn from others in your profession, gain information to improve the operations of your city, and enjoy personal enrichment activities to help you perform at your best.*

*Anyone who has attended the Institute will tell you that it is no vacation. You are true community leaders, and you deserve a high-quality, worthwhile educational experience.*

*So get ready for intensive classroom sessions and exciting new ideas...and prepare for a week you will not forget!*



Institute Director

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## **Certification Program: September 18-23, 2011**

The curriculum focuses on three main areas of study: public administration, professional development, and electives. Instructors are drawn from a variety of professional backgrounds, including university faculty members, government officials, and other subject matter experts in public and private sectors.

The program enables candidates to complete the educational requirements for Certified Municipal Clerk status, as set forth by the International Institute of Municipal Clerks, and ACCRTA Certified Arkansas Municipal Clerk status, within a three-year cycle. Participants may enter the program in any year and still complete all necessary subjects.

### **2011 Curriculum Highlights**

- Ethics
- Building Professional Credibility
- Group Dynamics
- Grants
- Emergency Management
- HR Management: Fair Labor Standards Act Update
- Effective Communication
- Leadership in City Government
- Municipal Accounting
- Technology in the Clerk's Office
- The Clerk's Profession
- Legislative Update

### **Schedule**

Classes begin 1 p.m. Sunday, September 18, at the University of Arkansas Global Campus, located on the Northeast corner of the Fayetteville square. Classes continue Monday through Thursday, 8 a.m. - 5:30 p.m., and 8 a.m.-12:30 p.m. on Friday, September 23.

Registration fee includes 5 breakfasts, 4 lunches, 2 dinners, refreshments, instruction, materials and certification credit record maintenance.

Upon receipt of registration, a complete set of information will be forwarded by e-mail, including a schedule overview, maps and other pertinent information.

## Advanced Academy: September 21-22, 2011

The Advanced Academy is open to anyone who has completed the three-year Certification Program and/or has earned Certified Municipal Clerk status. This two-day program allows participants to refresh and expand their knowledge, and to earn points toward Master Municipal Clerk (MMC) status.

This year's topics include:

- Change the World—Master Yourself
- Those Tricky Triangles: Overcoming Dysfunctional Communication in the Workplace

Academy participants may also attend certification classes on Sunday through Tuesday by choosing the "Both Programs" option.\*

## Accommodations

A block of rooms has been reserved at the Cosmopolitan Hotel. The rate for participants is \$95 plus tax for single or double occupancy. Call 479.442.5555 by August 18 to make your reservation. This rate will not apply after the cut-off date, so make your call today!

If you are interested in finding a roommate or sharing a ride, contact Kim Jones at kimj@uark.edu.

## Registration

Name \_\_\_\_\_ Title \_\_\_\_\_

Municipality \_\_\_\_\_

Business Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Day Phone \_\_\_\_\_ E-mail \_\_\_\_\_

Are you a member of IIMC?  yes  no ACCRTA?  yes  no

How many years have you attended the Institute, including this year? \_\_\_\_\_

Please check the appropriate items:

Certification \$420  After August 30 \$460

Academy \$325  After August 30 \$365

Both Programs \$420\*  After August 30 \$460

Early birds save \$40.



\$ \_\_\_\_\_ Total Amount Enclosed

Check (payable to the University of Arkansas)

Purchase Order Number \_\_\_\_\_

To pay by credit card, register online at [globalcampus.uark.edu/register](http://globalcampus.uark.edu/register).

## Three Easy Ways to Register

### BY MAIL



Municipal Clerks Institute  
University of Arkansas  
Global Campus  
2 East Center Street  
Fayetteville, AR 72701

Pay by check or purchase order.

### BY PHONE



800.952.1165 or 479.575.3458

Call from 8 a.m. to 4:30 p.m.

Monday - Friday

Please have credit card information ready.

### ONLINE



[globalcampus.uark.edu/register](http://globalcampus.uark.edu/register)

Please have credit card information ready.

Cancellations made on or before September 8 will receive a full refund. Cancellations made September 9-16 are subject to a \$100 admin fee. No refunds will be given for cancellations made after September 16. Substitutions are welcome at any time.

The University of Arkansas is an equal opportunity/affirmative action institution.

Advanced Academy  
Sept. 21-22, 2011

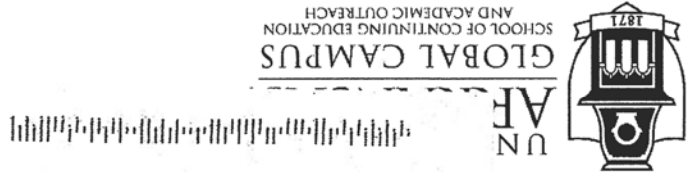
Certification Program  
Sept. 18-23, 2011

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CLERK/RECORDER/TREASURER  
PO BOX 2711  
TEXARKANA, AR 75504

2 East Center Street, Fayetteville, AR 72701

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# Municipal Clerks Institute

*"Opening Doors for Arkansas Clerks"*

Now in its 39th year,

the Institute is an intensive educational program designed to assist municipal clerks, recorders, and treasurers in advancing their skills and knowledge of the profession. It is a partnership effort of the University of Arkansas, the International Institute of Municipal Clerks (IIMC) and the Arkansas City Clerks, Recorders, and Treasurers Association (ACCRTA).

## Opening doors for Arkansas Clerks

- To gain practical knowledge and better fulfill job duties.
- To build a network of professional colleagues.
- To enhance leadership and administrative skills.
- To fulfill educational requirements to earn Certified Municipal Clerk status.

For more information, contact Kim Jones at 800.952.1165 or 479.575.6491, or e-mail [kimj@uark.edu](mailto:kimj@uark.edu).  
[globalcampus.uark.edu/clerks](http://globalcampus.uark.edu/clerks)