



## Biography

### EXPERIENCE

Debbie Conway has served the public for over 20 years, and is currently Clark County's Recorder. She began her first term in January 2007 and was re-elected in January 2011. She oversees approximately 60 employees and operates on a general fund budget of \$3.9 million and a technological budget of approximately \$5 million. Since taking office, her focus has been on technological enhancements and services to customers; implementing electronic recording, and installing an advanced recordation software system. Prior to her career in government, she spent 20 years in the private sector and is experienced in the areas of bank management, sales and project management, grants management and administration, and as a teacher and trainer.

Previously, Debbie was the County's Business Development Manager. She directed the Summer Business Institute, a high school mentorship program which provided hundreds of students with internships and scholarships. She produced and hosted KCEP's radio talk show, "*Economic Empowerment Into the 21<sup>st</sup> Century*," and was an adjunct instructor for the College of Southern Nevada School of Business.

Debbie served(s) on these boards: *Academy of Finance, National Association of Minority Contractors, Women in Construction, Business Development Advisory Council, Clark County Credit Union, Recorder Advisory Council, and the Executive Vice President of the Girl Scouts of Nevada. Debbie is a member of the Nevada County Fiscal Officers Association (CFOA), National Association of County Recorders, Election Officials and Clerks (NACRC), Property Records Industry Association (PRIA), and International Association of Clerks, Recorders, Election Officials, and Treasurers (IACREOT). Debbie is a State Delegate for NACRC and IACREOT.*

Debbie was featured in "1997 Distinguished Women in Southern Nevada;" Small Business Administration's "1998 Woman Advocate of the Year;" Las Vegas Chamber of Commerce's "2002 Community Achievement Award in Public Service," *In Business Las Vegas* "2003 Most Influential Women In Business;" and KLAS TV's "2004 Portraits of Pride" Award. She is also a graduate of the Leadership Las Vegas Class of 2000. She was a finalist for the 2009 *Women of Distinction Award* in the category of Philanthropy, Community, and Government Services. The Recorder and Assessor formed a collaborative partnership and they are the 2009 recipients of two national awards (NACo and NACRC) for best practices in implementing the Q-Matic queue management system.

Debbie hails from the great State of Mississippi. She has earned her Bachelors of Business Administration Degree from Saginaw Valley University, and Masters of Business Administration Degree from Delta State University.

### ANNUAL STATISTICS

- Collects over \$79 million in RPTT and \$25 million in general recording and technology fees
- Answers approximately 67,000 phone calls
- Serves over 65,000 walk-in customers
- Records over 850,000 documents of which 350,000 are electronically recorded

### ACCOMPLISHMENTS

- Implemented online ordering of records
- Installed new recordation software system
- Implemented Electronic Recording (eRecording)
- Upgraded Desktop computers, printers, and monitors
- Reconfigured Workstations
- Upgraded to High-Volume, High Capacity Scanners
- Installed Telephone System to replace ACD
- Remodeled and expanded the Public Access Area by also upgrading computers
- Provided Wi-Fi System Capability for Public Access
- Lobby Enhancements to provide a work counter and additional seating for customers
- Installed software to redact personal information on recorded documents
- Opened a new Branch Office – shared with the Assessor's existing office in the Northwest
- Decreased Returned Document Backlogs from 6 months down to 1-3 days
- Reduced customer wait time from 1—3 hours to less than 15 minutes
- Implemented microfilm preservation and digitization projects
- 2009, Decreased operating budget by approximately 5% during cost containment
- Installed Q-Matic queue customer management system and audit queue features to facilitate the audit of deeds
- Improved business continuity in the event of network failure
- Installed artificial intelligence automated indexing
- Created a New Website
- Developed Recorder's Advisory Council (RAC)
- Reduced employee over-time in 2008 by 99%
- Implemented use of credit cards (Visa, MasterCard, Discover, and American Express)
- Introduced formal Real Property Transfer Tax hearings
- Established escrow accounts for title companies
- Initiated and launched digital microfilm service
- Upgraded microfilm readers
- Improved eCommerce online research and ordering features
- Developed Mobile Web Site to research and order documents
- Oversaw design and scheduled implementation of the Marriage Certificate Kiosk

### AWARDS

- Recipient of the 2013 Public Official of the Year Award (NACRC)
- Recipient of the 2013 International Association of Clerks, Recorders, Election Officials & Treasurers Eagle Award (IACREOT)
- Recognized in *Government Technology Magazine* as a Top 25 Doers, Dreamers & Drivers for 2012
- Finalist for 2010 and 2012 Nevada Taxpayer's Association Cashman Good Government Award for Q-Matic and Audit Queue System
- Finalist for 2010 National Association of Women Business Owners Woman of Distinction Award in Government (WODA)
- Recipient of 2010, 2011, 2012 National Association of Counties (NACo) Achievement Award for Electronic Recording Gov-to-Gov Collaboration, Key to Our Success Program, collaboration to enhance the index of surveys and maps, Digital Image Storage, Audit Queue Message System, Fight Fraud Awareness Workshops