

Customer Service Course

15-16 October 2024

Stafford County Public Safety Building

The goal of this customer service class is to create a standard level of knowledge with respect to the laws, policies and procedures that the Treasurer and Commissioner of the Revenue and their staffs follow and provide useful tools that they can apply in their day to day operations and citizen interactions.

Course: Mandatory for initial certification for Deputy Treasurers
Treasurers may take for points credit only
Elective for COR and Deputy Commissioners

For more information see the ***Certification Handbook***.

If you have questions on certification, contact Al Spengler at aws@virginia.edu

Instructors: Scott B. Grindstaff, MGT, Treasurer, Henry County
M. Scott Miller, MGT, retired Treasurer, Hanover County

Registration Site: <https://coopercenter.my.site.com/certification/s/>
Select **Register For Events** from menu on top of page

Registration Fee: **\$185** Member (TAV and CRAV members)
\$235 Non-Member (all others)

Registration Deadline: **4 October 2024**

Fee includes course material, **lunch first day only**, and breaks.

If you need a special meal (vegetarian, vegan, gluten free), please indicate your dietary needs during the registration process in the special dietary or physical accommodation text box.

A \$10.00 processing fee will be assessed for cancellations. No refunds for cancellations received less than 48 hours before the course unless your space is filled.

After you select your event, don't forget to check the box before the class in order to complete your on-line registration.

Payment: On-line with a credit card
Check, electronic transfer or LPO also accepted

To make payment using a method other than credit card, please print out your registration form and enclose a copy with your check. If paying via electronic transfer or via LPO, please include the invoice number with your payment.

Make checks payable to: **University of Virginia**

Mail to: Treasurers' Association of Virginia
c/o Cooper Center for Public Service
PO Box 400206
Charlottesville, VA 22904-4206

Class Schedule and Information

Day One **Registration & Continental Breakfast:** 9:00 to 9:30 a.m.
Class begins at 9:30 a.m. and ends around 4:00 p.m.
The later start time will allow more people to commute.

Day Two **Continental Breakfast:** 8:45 to 9:15 a.m.
Class Begins: 9:15 a.m. (subject to change on Day One)
There is no lunch today as class will end before 12 noon.

What to Bring to Class: Assorted Highlighters
Post-it and/or Sticky Notes

Exam: Exam will be online at the [UVA Collab](#) site (2 Hours; Open Book)
Exam is open from 11:00 a.m. on October 16 to 5:00 p.m. on October 17.
Once you start the exam the clock starts ticking. You can take the exam from your office or home computer; just make sure you are in quiet location.

NOTE: If you start the exam later than 3:00 p.m. on October 17 you will not have a full two hours to take the exam as the system will lock you out at 5:00 p.m.

Grades: Grades will be available on the [UVA Collab](#) site 48 hours **after** the close of the exam

Meeting Location

Directions to the Stafford County Public Safety Center

The **Stafford County Public Safety Center** is located at 1225 Courthouse Road in Stafford (540 658-4450). Located just before the intersection of US Route 1 (Jefferson Davis Highway) and Route 630 (Courthouse Road.)

From Southern Virginia: Travel I-95 North towards Washington, D.C. Take the VA-630 exit, EXIT 140, toward Stafford. Turn right onto Courthouse Road/VA-630. The Stafford County Public Safety Center (Ford T. Humphrey Building) will be approximately 1/2 mile on the left. 1225 Courthouse Road.

From Northern Virginia: Travel I-95 South towards Fredericksburg. Take the VA-630 exit, EXIT 140, toward Stafford. Turn left onto Courthouse Road/VA-630. The Stafford County Public Safety Center (Ford T. Humphrey Building) will be approximately 1/2 mile on the left. 1225 Courthouse Road.

Hotel Information

Fairfield Inn & Suites Stafford

2784 Jefferson Davis Highway
Stafford, VA 22556

540-720-1299

<https://www.marriott.com/hotels/travel/mnzfs-fairfield-inn-and-suites-quantico-stafford/>

No room block has been set up.

Call the hotel directly and ask for the government rate which is \$107 single/double. (**NOTE:** Government per diem rate might change on October 1.)

The room includes free Wi-Fi, free breakfast, fitness center.
Parking is free

The hotel is approximately 5 miles from the Stafford County Public Safety Center depending on the route you take.