

PUBLIC RELATIONS AND CUSTOMER SERVICE

The Institute of Assessing Officers, affiliated with the New York State Assessors Association,
presents a one-day seminar via Zoom.

9:00 a.m. – 12:00 p.m., Monday, December 12, 2022

This is an online class. A link to the presentation will be emailed to all registrants before December 9.

You must have a camera and microphone on your device to register for this class. The camera must be on at all times during the class. If you register and attend and do not have a microphone and camera, you will not receive credit and no refund will be given.

Instructor – Edye McCarthy, IAO

This workshop is designed to assist in the development, implementation, and review of a customer service program. The workshop gives examples of how to be successful, what to avoid, and how to be responsive to the customer. Through the introduction of these various topics, tips and guidelines on application, plus a blend of humor and some good participation, everyone will be reminded of the need for good customer service. Topics include customer service objectives, public relations video, and handling real life situations.

Registration Information

Institute of Assessing Officers (IAO) members – \$50.00 (Does not include IAAO members)

NYSAA members – \$55.00

All Others – \$100.00

Name: _____ Phone: _____

Town: _____ Fax: _____

Title: _____

Address: _____

City / State / Zip: _____

Email (Required): _____

Registration deadline is December 8, 2022. No refunds after December 8, 2022.

To register by mail, send a check or your municipality's completed voucher for the amount for which you qualify. Make checks payable to New York State Assessors Association. Mail to NYSAA, 116 Salina St., Suite 8, Liverpool, NY 13088. To register by fax, fax your registration and voucher to 315-410-5660. Or, register and pay online at www.nyassessor.org. Questions? Call 315-706-3424 or email admin@nyassessor.org.

Continuing Education Hours / Re-Certification Credits



The Institute of Assessing Officers will award three (3) re-certification credits to all Institute members who attend this seminar. Eligible assessors and county directors who attend will receive education credit and reimbursement from ORPTS, pursuant to their rules.