

OAKLAND CITY COUNCIL

2008 APR 24 PM 5:05

RESOLUTION No. _____ C.M.S.

**RESOLUTION APPOINTING PAT K. FRICK AS A MEMBER OF THE COMMUNITY
POLICING ADVISORY BOARD**

RESOLVED, that by the nomination by Councilmember Reid, the following individual is hereby appointed to the term set forth below:

Pat K. Frick as Representative For District 7 to the term beginning March 25, 2008 and ending March 24, 2011, filling a position formerly held by Geoff Collins.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES- BRUNNER, KERNIGHAN, NADEL, QUAN, BROOKS, REID, CHANG,
AND
PRESIDENT DE LA FUENTE

NOES-

ABSENT-

ABSTENTION-

ATTEST:

LATONDA SIMMONS
City Clerk and Clerk of the Council
of the City of Oakland, California

PAT K. FRICK**SUMMARY OF QUALIFICATIONS**

Exceptional customer relation skills, which include securing client confidence through developing relationships in order to anticipate and serve the clients needs. Proven organizational skills, which have been sought out and utilized in a variety of businesses as well as the private sector.

EXPERIENCE**RBC Dain Rauscher (formerly Sutro & Co., Inc.) – San Francisco/Oakland 09/83 02/04*****Senior Client Associate***

Assist top producing options specialist team for the branch. Worked one-on-one with clientele as well as various trading and marketing areas to facilitate the needs of the clients. Specific tasks include maintaining detailed transaction records, composing correspondence to clients, researching and resolving problems/ errors. Management utilizes my extensive experience to assist in training and development of both new and existing employees.

Manager, Retirement Plans

Reported to the Director of Financial Services, responsibilities included reviewing all new account, transfer and distribution documents. Updated documents as I.R.S. regulations required and relayed changes to staff and branch personnel. Provided production and statistical reports to senior management. Worked with outside council on legal issues, reviewed staff members and created incentive programs for branch personnel to increase client base.

World Savings – Colorado/Oakland/San Francisco – 02/74 – 05/83***Operations Coordinator***

Recruited by the Manager of Retirement Plans to identify outdated and weak areas of computer systems, policies and procedures. Worked closely with branch personnel so as to insure their knowledge level was secure to deal with client needs.

Supervisor/Exception Processing

Promoted to contribute in the development of a new department with the introduction of checking accounts at savings and loans. With the acquisition of an outside vendor, developed procedures, policies and marketing tools to ensure a top quality product. Identified branch personnel that would bring needed skills to the department.

Assistant Branch Manager

Advanced to Assistant Branch Manager supervising a staff of nine. Responsible for the daily operation of a branch, including customer service with new accounts, daily transactions and special needs. Also, responsible to report to headquarters with production data and customer service needs and enhancements.

Senior Savings Specialist

Recruited to transfer from Colorado to San Francisco to assist a new Branch Manager in major reorganization of operations and customer service at a prime branch location. Responsibilities included identifying weak and strong areas of staffing, customer needs unique to the area and marketing.

SKILLS

Microsoft Word, Excel, Outlook and Internet Explorer; knowledge of all office equipment and tools; great with multi-tasking; excellent written and communications skills.

AWARDS

Service Star Award – RBC Dain Rauscher 2003