

# Amber L Hoppa

## Contact

[REDACTED]  
Oshkosh WI 54901

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## Objective

I'm looking to be formally appointed as County Treasurer. It is my firm belief that I have not only all of the qualifications needed, but also the drive, passion and motivation to uphold the high standards set by the current County Treasurer, Mary E Krueger. My ability to be able to communicate effectively, both orally and written, is a valuable asset amongst the knowledge I have in Microsoft, Munis, and all of the programs our office currently uses. With nine years of experience in the office, I have a thorough understanding of the practices within the office and strive to make the transition as smooth as possible.

## Education

Berlin High School  
Berlin WI 54923  
Graduated in 2008

## Experience

2014-Present

Financial Associate I • Winnebago County Treasurer's Office

*Processing tax payments and department deposits, check scanning, Use Value Charges, PLIT/MFL, Customer service, Payment plans (taxes), Lottery and Gaming credit audits, assist in Foreclosure process.*

2010-2015

Pharmacy Technician • Wal-Mart Pharmacy

*Inputting, Filling and processing prescriptions. Customer Service, Insurance claims, Taking payments for prescriptions.*

2009-2010

Floating • Wal-Mart, Inc.

*Started as part of the remodel team for new supercenter in Oshkosh. Wanted to get into Pharmacy, was hired on as a stockman and transferred to ICS before transferring to Pharmacy. Customer service, Inventory control, unloading trucks, cashiering as needed.*

2008-2009

Cashier/Attendant • Berlin Oil/Shell on Broadway

*Balancing tills, Customer service, DMV registrations, Basic Gas Station duties.*

## Key Skills

Customer Service; Reliable and Great Work Ethic, Team Player

Verbal and Written Communication

Processing Monies

General Accounting Practices; thorough knowledge and understanding of county programs and receipting practices.

Knowledge of Tax Related Topics to assist taxpayers and general public

Ability to Multitask

## Communication

I've been a great team player and valuable asset to the Treasurer's office the last nine years as well as all of my previous positions. In the last nine years I've assisted numerous taxpayers in bringing their properties current, assisted Finance in Munis testing and helped streamline processes to bring a new level of efficiency to our office. I've been integral to the process of training and assisting local treasurers in troubleshooting during collection time, Lottery and Gaming credit outreach, and striving to learn in order to better assist the public with any needs within our office limits. As the office "techie" and Ascent "guru" I'm vital in being able to troubleshoot both public and professionals over the phone and in person with our tax program and assist our office staff with issues that may arise.

## Leadership

In the last couple of years, I've taken on more responsibility within the office, offering insight and feedback to Mary as requested and/or necessary. I can make decisions in her absence as appropriate and can typically assist public, county staff, and local treasurers with most inquiries in the event she is unavailable. I am able to jump in wherever needed within the office with tasks, projects, and issues that may arise and can typically troubleshoot them effectively and efficiently. I assisted in designing our office and storage spaces when we moved, leading the movers and helping set up. I've been integral to the testing and launch of several enhancements within our tax program and Munis. I've also trained a few departments on receipting in Munis when needed. In recent months, I've taken on learning I've also learned and taken over balancing the tax accounts at the end of the month and other related duties.

## References

Sarah Schneider [REDACTED]

*Co-worker at Wal-Mart Pharmacy and friend*

Cali Felix [REDACTED]

*Previous Supervisor/Boss – Wal-Mart Pharmacy*

Gail Kissinger [REDACTED]

*Works in Register of Deeds; work closely with the office*

Winnebago County Human Resources  
PO Box 2806  
Oshkosh WI 54903-2806

This letter will serve as my recommendation of Amber Hoppa for the position of Winnebago County Treasurer. Amber has worked in the Treasurer's Office over 8 years and has demonstrated a desire and willingness to learn the functions of the office. She is a self-driven and motivated individual.

Amber is the lead in the office for the counter and phone. She takes time with customers (both internal and external) to understand their needs and sees the issue through to completion. She is my go-to staff member when testing new systems and procedures we are looking to implement. She has also assisted the Finance Department when there has been updates/upgrades to the MUNIS program. I can give Amber a project/assignment and can count on it being completed efficiently and accurately in a reasonable amount of time with minimal supervision.

Amber has created relationships with many municipal treasurers over the years. She provides guidance to the municipalities during the tax collection period. She organized and lead a municipal training session late last year to aid them in tax collection processes. Recently she has taken on the responsibility of learning the tax settlement process.

In my opinion Amber Hoppa would do a great job as the Winnebago County Treasurer.

Sincerely,



Mary E. Krueger  
Winnebago County Treasurer