

From Amy

Meeting 1-14-26 Casey 2:30 pm

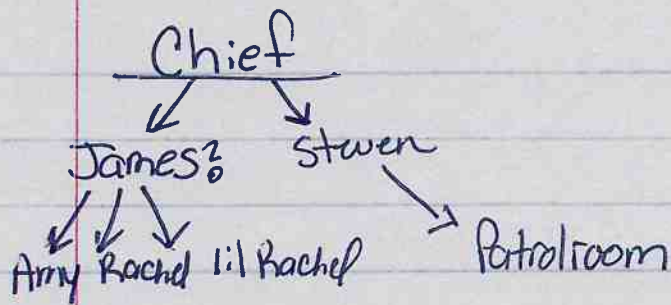
- Behavior Casey's way or City Hall's way
- Classes / training for Demorest Benefit
- Come to Casey with office suggestions
 - ↳ not City Hall
- Priority List / Supply list / Budget list
- New ideas on the new PD - Suggestions to Casey
- Stricter hrs on timecards - watch hrs
- Conflict on personality - ~~Not buddies??~~
 - ↳ or "leave"
- No one will treat us better than Demorest
- Pay attention to your job only - mind your business
- Car maintenance; send to Casey
- Housekeeping - taking out the trash, pick-up
- all present Casey (leading)

Steven James
Brant Joe
Corey Rachel Bryant
Ed Miranda
Amy Rachel



Joe asked to stop talking to Megan about PD business

= Keep your mouth shut & your opinions to yourself. When you see something not right, turn your head & mind your business. You'll be treated right if you fall in line.



- our hours are 8-5 - what coverage do you have for the Court Side
- you hired someone that was parttime to full time without the numbers to back you up. Now she's bored because the workload isn't enough. The work is not fairly spread out
- I am not respected here. Actions speak louder

Nov 20 2025

Talk it out Calmly - Without anger - Respond with Kindness & Clarity - my work Ethics are not the same

Notes - Points - thoughts - feedback

- Going into 2026 → leave what doesn't work in 2025/2024
- Communication looks like this _____
- Transparency looks like this _____
- United - Discipline - Maturity - Professional -
- Have our backs
- Have the hard talks - Be consistent across the office
- Boundaries - Set them & enforce them
- Set policy on vacation time
- When there is an opportunity for OT or Time off it should be offered to all - Are we allowing stockpiling?
- Speak with respect - to Everyone

• Comment made "Its like working at a daycare"

Be the leader who changes that by actions

- Can you do this another year?
- We have an office calendar - Everyone uses it
- Monthly meetings - 1st Monday of the month by James
- You are not my bestie, you are my Boss & Leader
- What are the reasons for us not having an office manager?? Make it right. Separate G.C.I.C. Court

Why was there a need for one to begin with?

- I Can be included, some days the others are getting their lunch at 1:30pm, make an effort to bring awareness to everyone (the whole team)

Avoid gossip, office drama & politics, Spreading the neg attitude

- Complaining, Constant opinions, Neg attitude toward Co-worker,
- bossy, disrespectful, insulting, taunting, ^{If its hearsay} Shut it Down

MEETING

10/07/24

1. EMAILS (CHAIN OF COMMAND)- ANY EMAILS TO CITY HALL NEEDS TO GO THROUGH CHIEF FIRST. HE NEEDS TO KNOW ANY ISSUES WHEN CITY HALL IS INVOLVED.
2. START TIMES- NEEDS TO BE STRICTER. AMY WILL START 2-11.
3. ANY ISSUES IN OFFICE- GO TO CHIEF FIRST.
4. COURT DAYS- AMY WILL COME IN EARLY THIS MONTH SO RACHEL CAN GO TO COURT.
DEPENDING ON MIRANDAS DECISION ABOUT HELP AFTER THIS MONTH. AMY WILL NEED TO KNOW AHEAD OF TIME
5. ONCE A MONTH MEETING TO SEE IF THERE ARE ANY ISSUES OR CONCERNS.
6. TIME CARDS- CITY HALL WATCHING TIMES MORE CLOSELY

Next meeting:

- 1) Days off written on Calendar - will this be first come or something else?
- 2) Who decides / plans coverage for shifts - Chief or office manager?
- 3) When one person covers the office, do we make it policy we close for lunch
- 4) Sign up for GCIL training next year - if not in the budget I'll pay out of pocket

Rachel Bryant

Authorized to work in the US for any employer

Work Experience

Office Manager-Assistant Terminal Agency Coordinator

Demorest Police Department-Demorest, GA
October 2021 to Present

1. Run Employment Background checks for companies and public
2. Secondary TAC for CJ Agency which includes: implementation of policies and procedures and administration of training programs for State audits and compliance.
3. Front Office & Customer Service
4. Update department policies as needed to comply with State and Federal policies.
5. Enter, Clear, Cancel records in GCIC
6. Validate Records in GCIC
7. Notary Public
8. Prepare Incident and Accident reports for public
9. Monthly reports for Chief
10. Municipal Court-Knowledge of policies and procedures-help take payments for court.

Office Manager-Billing Clerk-Assistant TAC

Baldwin Police Department-Baldwin, GA
May 2011 to October 2021

1. Supervise and make schedules for up to 8 employees
2. Run employment background checks for the public and companies
3. Front office, Customer Service
4. Prepare Incident & Accident reports for attorneys and the public
5. Accounts Payables for Background Checks for Companies and Attorneys
6. Assist with State certifications and training compliance
7. Monthly production and revenue reports for Chief and City Council
8. Enter warrants, stolen property, vehicles, etc
9. Monthly validations
10. Keep updated files on each company
11. Assistant TAC
12. Training
13. Event coordinator for Agency
14. Municipal Court- Take payments in court. Familiar with court forms and procedures.
15. Social Media management

Tax Preparer

H&R Block-Cornelia, GA

January 2004 to April 2012

1. Prepare tax returns for individuals, companies, and farms.
2. Front Office, Customer Service
3. Organizing records and filing
4. Training and Compliance for Tax Laws

GCIC Operator

Baldwin Police Department-Baldwin, GA
June 2003 to July 2007

Part Time Operator- Ran background checks for companies

Production Dept Assistant

Regency Thermographers-Alto, GA
January 2000 to February 2003

1. Production Reports for Plant Manager and Production Manager
2. Stocked stations for printing
3. Mixed inks for press operators
4. Inventory Control

Education

GED

North Hall High School-Gainesville, GA
June 1991 to December 1991

Skills

- Data Entry
- Medical receptionist
- Medical terminology
- Office equipment routine maintenance
- Administrative experience - Administrative experience (6-10 years)
- Phone call management
- Overseeing training
- Office record organization
- Writing skills
- Training
- Customer service
- Photocopying
- Teamwork
- Administrative experience within government industry
- Microsoft Teams
- Windows

- Client communication
- Office supply management
- Spreadsheet design
- Patience
- Front desk
- Clerical experience
- Faxing
- Productivity software
- Grammar Experience
- Data entry in Excel
- Time & attendance systems
- Processing cash transactions
- Customer relationship building
- Adobe Acrobat
- Hiring
- Time management
- Technical Proficiency
- Microsoft Outlook
- Phone communication
- Scanning
- Financial transaction processing
- Basic math
- Filing
- Organizational Skills
- Microsoft Excel
- Leadership
- Employee engagement
- Office Management
- Credit card payment processing
- Microsoft Office
- Performance evaluation
- Cash handling
- Management
- File organization
- Decision making
- Payment processing
- Greeting customers
- Microsoft Word
- Supervising experience
- Office Administration

- Record keeping
- Attention to detail
- Professional email communication
- Multi-line phone systems
- Computer skills
- Interviewing
- Office activity coordination
- Income tax preparation
- Tax Experience
- Customer inquiry handling
- Typing
- Computer operation
- Written communication
- Interpersonal communication
- Computer literacy
- Task prioritization
- Client interaction via phone calls
- Phone answering
- Report preparation
- Confidential information handling

Languages

- English

Certifications and Licenses

Certified Notary Public

TAC Certified

September 2011 to January 2028

Terminal Agency Coordinator Certification for GCIC

Other Relevant Training:

Georgia CJIS Training Symposium

CJIS Security Policy

Record Restrictions

Record Entry

Validation Training

Agency Coordinator

Fred Pryor Seminars Training:

Advanced Supervisor

Customer Service Success
Understanding Employment Discrimination
Motivating Employees: Appraising Performance
Understanding the Medical Leave Act for Manager
Employee Privacy

Online class- University of North Georgia-
Fundamentals of Supervision and Management

Notary Public

Driver's License

Non-CDL Class C

Additional Information

I have knowledge of principles and processes for providing customer service .

I have knowledge of modern clerical procedures and systems such as managing files and records, designing forms, spreadsheets, and other office procedures and terminology.

References:

Angie Roberts-Probation Officer-

[REDACTED]

Charles Webb -Former Chief

[REDACTED]

Jamie Collins- Friend-

[REDACTED]

Amy Ervin- Friend-

[REDACTED]

Susan Newsom- Court Clerk-

[REDACTED]

Joyce Lewallen- Friend-

[REDACTED]

Matt Nall- Former Chief- (770) 368-2892

Ryan Provost- Law Enf Officer-

[REDACTED]

James Minutello- Asst. Chief-

[REDACTED]

- March 2025 - He bought Rachel a concert ticket + him + his wife + Rachel went to Vegas to this concert
- Rachel full time: 7/2024 + hung out
- Started making notes in April
- She started sitting in Squared Room + Chief's office for 'hours' at a time.

Examples:

4/22 - 2 hours

4/23 - 2 hours total (multiple times)

4/28 - 1 1/2

↳ this day she was talking very loudly and complaining about something that an officer (Benoit) - Sheriff

came by + she was complaining while he was there saying nobody made him do something.

4/30 - 1.5 total

{ to me it made it look like Casey didn't do his job + it was none of her business. }

5/16 - She went out to help w/ event at 3

June - I went on vacation 27-28

I asked Chief if he would make sure she stayed at her desk + not in Squared room for hours at a time because it wasn't fair for her to do that.

July - 4th Ralshel rode in his truck at parade w/ him + his wife. Nobody else was asked to ride I asked if we could make a float next year so we could ride too.

7/7 - I went to lunch - Came back ^{2:15} - She was in squad room. Emails from 1:38 She came back to desk around 2:30. Back out 3:15 - 3:32, In Chief's office back out for 3:40 - 4:00. maybe 1 hr. total

~~7/20~~ 7/20 - Chief came in office to aggravate her probably 5x

7/25 - I left for Dr Appt. at 1 She did 1 blk @ 2:25, 3:58, 4:00 In other room most of the time They both left + didn't speak to Army.

7/28 - She clocked out @ 4:55 - last thing ran @ 3:50

→ on back

7/31 - In Chief's office 2:15-2:40, (3:00-3:16, ^{squeal room})
3:45-3:52 last thing ran @ 3:50.
around 45 minutes total

8/14 - After I was asked to make notes
& type something up for City about
what GCIC & TAC does & why we
need peer positions. (not sure date maybe
the week before) He came in office
and walked straight to her desk &
told her to get on website & put her
into it that she was going to get
an Okey# that he was making her
Evidence Clerk. I got very mad.
I was going to leave so I didn't
say anything & had went to tell
Asst. Chief I was going home, but
Chief came in there. So I asked
him was she GCIC, court, or P.D?
which is it? I was mad because
they had also decided she would
officially be a court asst. I asked
him why he was making up
another position for her. His reason
was to make sure nobody lost
their job. I asked him why he

he didn't offer it to anyone else? Just her? I told him he just disproved what he had asked me to prove about why they needed us all & why did I have to if he was just going to make up jobs for her.

I did call & apologize to her because it wasn't against her. He also let her take over the Facebook page at some point.

8/18 - Casey's bday - She was in his office - 10:45-11:07, 11:30 - came in office to eat. 1:45 back in his office for 30 minutes. In there talking about Benoit & something he didn't do right - None of her business.

8/20 - Rachel taking class for cont no comm. that she would be in class.

8/21 - In Chief's office 25 minutes

8/22 - In Squad Room 2-4

8/25 - Squad Room w/ guys 2:30-3:08

Miranda-

Never know when she will be in + never any communication about it.

She has come in + asked us if she was coming in. I asked who does she answer to w/ no response. (She should answer to City Manager)

9/5- Back in form squad room -

9:40-10:07, 1:00-1:15. He called her back in @ 1:25-1:31- 2:00 she left to go meet her dad came back + left w/Miranda @ 2:50 to go to court house.

9/19- Barely at her desk after 1030.

She went to store + came back + cooked - no big deal - went in squad room to eat lunch. I left @ 12:15 - she was still in there. Came back @ 1:15 she was in squad room. She went in Chief's office 1:45 or 2:00 until 2:40. when he left.

Asked if it could just be between us.

9/22 - I spoke to Chief about how I felt that it was unfair that I was not given the opportunity, with helping with court like I had been doing since I started, and gave it to Rachel who had just started helping, & hadn't been there as long or had exp. and that he didn't even question it or was OK with it because it was her. Then created a position for her on top of that. That I didn't think things were handled right. I stated that he has never made her answer to me as office manager & I could never say anything to her about anything & that was on him. Said I felt like he was only worried about her ~~work~~ & her job.

10/09 - She was in his office 2 hrs maybe.

10/16 - In his office 45 mins.

10/17 - In Squad room a while -

He got mad at Benoit
for not going because
Benoit does not care
for Rachel. so he
wouldn't go to lunch.

10/29 - I was in Jersey. Casey closed
the office so Rachel could go to
lunch w/him.

Miranda was at conf. &
never spoke to me. I texted her once
to say hey. But that was it.

11/05 - Chief called her in his office
She was talking to IT for
him about computer issue
2:30 - 4:03 - 1.5 hrs.

11/07 - Miranda in training - no communication

- All this week I have said good morning
& even cooked breakfast a couple
times.

11/10 - She came in but didn't speak.

Chief came in aggravating her. ^{two other}
She started complaining that Benoit - day -
asked Amy if she was working alone
again. (Since she's always in other room)
She said she was helping asst chief
& she wasn't going to put up with that.
& was cussing. Casey didn't get on to her.

11/14 - I texted Miranda and asked why she didn't speak to me anymore. Asked what had been said or happened, and that I would just like to know. She said she just had a lot going on, & sometimes she just keeps to herself. - nothing changed. -

11/17 - Miranda not here again
No communication

Rachel taking papers to court house so
Chief drove her there.

11/18 - Pretty sure Miranda is on vacay
all week - this is third week she
has been out w/ no communication.
Don't need details - just if she will
be in or not.

Sent Chief an email asking if me &
Amy could be notified if she
won't be in the office. - No response -
She also took me out of the
ticket system. - sent her email
about that. - No response -

* 11/20 - meeting with us individually
11/24 - no meeting w/ anyone but me
& Rachel.

I have distanced myself because
I felt betrayed by everyone.
Maybe if there was comm. it would
not be so bad.

* Tired of Keeping notes
TOO STRESSFUL

I will come in & do my job
don't have to talk to anyone
unless it's job related.

- Shouldn't have to be
this way.

- I did get angry when he
created job for her after making
her can't do it.

- I asked after if I could be
Records Clerk.

- I just see a pattern of
preferential treatment.

- Did tell him I could be office
manager for 1 person (Amy) just because
he never gave me clear expectations
on what he wanted me to do either.

- I think he has told her everything
& that's why it has gotten so much
worse.

After his review - She hasn't talked to
me at all.

- I feel like I have been upset about things for a long time & I just want things to be better. I'm not sure that can happen at this point the way things are. I don't want anyone in trouble but I'm not sure how it can be fixed. If I say anything it just looks like I am the problem -

Not sure how it has gotten so bad but no telling what has been said. Even had a friend tell me that works with one of Rachel's friends to watch my back because she talks crap about me to Choi behind my back.

-Sad-

11/30 meeting

1

Asked me what was the issue in the office I said I didn't know that as far as I know me + Rachel were getting along. I said I didn't know but that I hadn't said anything so I wasn't sure. He said there was drama going on and we're not getting along.

Said maybe part of it was his fault that he didn't mean to say anything we talked about - Honestly just trying to make sure everyone had a job.

I told him he never set boundaries w/ her + there was no communication w/ anyone.

Said he wants it to be a good place to work. I said it could be good w/ rules + boundaries.

Said he makes mistakes but all this stuff has to stop. I asked how did he propose that happens?

I said I came to him w/ an issue with him. & how he did things. I didn't have anything against her but that she pushes things to see what she can get by with but that was on him.

My issue was that he has never set boundaries w/ her & lets her do whatever she wants basically.

I also asked him why he thought I shouldn't or wouldn't have an issue w/ him giving her multiple extra jobs all of which I had experience in. Big issue was with court then making up a job on paper for her & now she has a job burning eds that she can go in there whenever & stay & talk.

James had got on to her about that before my meeting & said that should ^{be} better

Talked about Miranda not having set schedule + me or Amy never being informed when or if she would be there. I said I assumed something had been said to her because she didn't talk anymore.

(I personally think Casey tells Rachel everything + that's why but no proof of that.)

James said he also saw the issue w/ boundaries.

I told Casey it wasn't just one thing that it was several things adding up. I said that's why I came to him + after I got my concerns out I was trying to be OK with it. I told him that.

James said he sees the office divided. + stated that Miranda has been different.

I said I didn't know the answer but I always speak to her + offer to bring lunch back + have cooked breakfast some for her. (Rachel)

not
said
just
my
comments

~~to~~ basically have just pulled back because I don't trust that I can come to him I also feel that we were friends + Miranda + Casey made that decision about her being court asst. + could have at least talked to me about it instead of just leaving me out + she took me out of the ticket system too.

Then Conno, about her + Brent + how she was disrespectful talked about the day Robin came in + she was complaining.

I said she was disrespectful + he said she was just loud + opinionated.

I told him he was the Chief + it's disrespectful + that everyone sees it and kinda saying that if he lets her be disrespectful nobody else is going to be respectful either.

- He said they talked to her about that

He pretty much said why did it matter if work was caught up. I said I could run 500 names but I still shouldn't be sitting in there w/ guys for hours + not just one day but lots of times

- ~~Perception~~ Perception - Doesn't look good.

deflection
↓

6

He said then we could say what about you going outside to talk to my daughter. I said I was just trying to be respectful & not disrupt the office

- (They used to complain about Amy being on speaker phone w/ her daughter. - I didn't want to be an issue like that)

James said he needed (was) going to be more stern about that w/ the new guys coming in.
→ her going in squad room sitting -

They said they also talked to her about voicing her opinion about the officers

Casey said people need to get out of their feelings

James said everyone was coming to Casey & getting ^{he was} bombarded.

I said I haven't said anything else & just try to stay to myself & do my job.

Told him I didn't like the way things were either but I have to stay out of the middle of it & that it wasn't healthy so I just stay to myself. That I didn't know what shifted.

Talked about new time clock system soon.

- About her being loud & opinionated
 He doesn't take it as disresp.
 I said it was & that people see it & that she doesn't have that boundary w/ him & that's an issue. ➔

James said he felt like Rachel thinks she is protected by him.

- We didn't seem to have these issues last year.

- We need more communication & boundaries = (him set them)

He apologized for not talking to me about what he did about the job.

I said I was trying to be okay with it,

My Summary -

Only my opinion! =

I feel like he has listened to Rachel complain (she does that a lot) and she gets by with that and staying away from her desk + talking + cutting up way too much. She has a strong personality but she gets mad + talks about people a lot I feel like since he has been friends w/ her and they hung out personally that he allows her to be that way and she can get by with anything then he + her + Miranda decided to make her court asst. which I may have not been so upset had someone had a conversation w/ me instead of just leaving me out + then after they are baddy buddy all the time - and she can be rude to people with no → consequences.

- They went on a trip & concert - Her + his wife hung out & it just seemed like she kept getting by with everything & no consequences other than getting more job titles
- Got to ride w/ him during parade -
- Only her or Miranda included in things & events -
- Just added up & I had to speak up
- I couldn't see his side & he didn't see mine.
- Seems like he doesn't want to do anything different & just whatever he can do to keep things running the same. He wouldn't say or talk to Miranda about doing or changing any responsb. either. He doesn't want to make her mad. — Just my opinions.