Program Descriptions:

The ABC's of Retail Licensing includes alcoholic beverage control, renewals, review and timely filing of applications, dealing with transfers place to place and person to person as well as other License changes.

Advanced Licensing and Permits includes general licenses such as: authority to license, activities which may be licensed, fees and penalties. Dog licenses such as: licensing of dogs, licenses, fees, NJ state fees. Legalized games of chance control commission such as: general information, registration and identification, applications, fees, license issuance, player age limitation, frequency of games, prohibited prizes, reports of operations, annual report by municipality, and types of raffles. Certification of insurance for: limousines, taxicabs, autobuses/jitneys.

Appropriation CAPS and Tax Levy CAPS is designed to help you develop an understanding about the Appropriate CAP and Tax Levy CAP calculations, learn what is included and is not included for both CAP calculations, learn similarities and differences between both CAP calculations and analyze how the CAP calculations can be utilized as policy tools for municipalities.

Budgeting for Success is designed to help you develop an understanding where to find and how to calculate a Tax Point as well as Current Year Tax Collection Rate and Reserve for Uncollected Taxes, Amount to be raised by Taxation and Delinquent Taxes Collection Rate, and Receipts from Delinquent Taxes.

Dealing with Difficult Behaviors will help you to identify behaviors you find difficult, understand what difficult behavior is and why people demonstrate difficult behavior, identify common forms of difficult behavior, discuss how difficult behaviors cause conflict in the workplace and provides you with tips for dealing with difficult behavior.

Electronic Filing Systems program includes purposes and benefits of electronic filing systems, review of government approved electronic filing systems, developing a filing system, process and security strategy, options for categorizing, storing, sharing and retrieval of documents, tips for organizing files, folders and subfolders, file naming conventions, sharing and viewing files, storing and retrieving files and backing up files.

Ethics for Municipal Leaders program includes current ethical challenges, review ethics standards, methods for building trust with the general public, overview of key principles of ethical conduct and provides you with tips for ensuring an ethical workplace.

Keeping Track of Everything Before a Disaster Occurs (Records) is designed to help you identify the most effective methods for safeguarding records and ensuring the integrity of all documents. You will learn how to manage, and store you records as well as ensure they are protected from theft, fire and natural disaster.

Leadership Competencies includes a discussion on management vs. leadership and why leadership is important in Municipal Government. The program also reviews key Leadership Competencies such as communication, knowledge and credibility as well as motivating and encouraging staff to help them achieve success.

Managing the New Jersey Election Process includes list of elections and types, registration of voters, National Voter Registration Act, voting, polling locations, candidate requirements, ballot content, chronological index for elections and Election Day duties.

Managing Meetings is designed to provide you with methods and skills to maximize your use of facilitating meetings and being an active participate within your organization. This will help you to enhance the productivity and timeliness of the meetings you attend or facilitate and gain greater buy-in from the participants and make every meeting a successful one.

Municipal Clerk Duties: The Whole Story includes certificate as to liability for assessment for municipal improvements, protected tenancy act/condo conversion (N.J.S.A. 2A:18-61-22 et seq.), landlord registration (N.J.S.A. 46:8-26 et seq.), bonds of officials and employees, NJ tort claims act (N.J.S.A. 59:8 et seq.), local government ethics law (N.J.S.A. 40A: 9-22.1 et seq.), off-site conditions disclosure act, pension fund duties, public employment relations commission (N.J.S.A. 34:13A-1 et seq.), affirmative action/public agency compliance officer, volunteer fire companies/rescue squads (N.J.S.A. 13:12-1.1), blood borne pathogens program, sale/lease of municipal owned land/property, uniform construction code – disclosure statements (N.J.S.A. 5:23-4.5(j)), NJ worker and community right to know act regulations, acquisition of lands and buildings (N.J.S.A. 40A:12-3 et seq.), mortgage stabilization and relief act (P.L. 2008, c.127) 9/15/10, foreclosed properties 9/15/12.

Municipal Communication for Success this program includes: identifying and reducing challenges when communicating, evaluating your communication style, methods for effective listening, awareness of the effects of non-verbal communications, proper use of empathy, and list of words and phrases to utilize and avoid.

Municipal Ethics Awareness this program defines ethics and helps you to identify ethical challenges you are facing, reviews the key principles of Ethical Conduct, reviews recent statistics on ethical situations in New Jersey, identify causes of Ethical lapses in judgment, learn methods for building trust with the general public as well as tips for maintaining ethical behavior.

Overview of Municipal Licensing in NJ this program includes: General Licensing, Raffles, Bingo, Raffle Application process, Limousines, Taxicabs, Autobuses/Jitneys, Dog Licenses, Alcoholic Beverage Licenses, and various types of Licenses.

Property Tax Sales this program includes: property tax sales, simulated property tax sale, third party vs. municipal liens, foreclosure process and reserve for uncollected taxes.

Providing Exceptional Customer Service this program includes: identifying the benefits and challenges of providing exceptional service, describing moments of truth, identifying the importance of professional image and telephone etiquette, creating a positive first impression, maintaining a positive attitude, identifying customer supplier link and your internal customers, and identifying best practices for creating and maintaining a service environment within your municipality.

Records Management & Open Public Records Act (OPRA) includes: Destruction of Public Records Act (NJSA 47:3-15), NJ Agencies involved in records management, objective of the records management process, definitions of the record management process (records series, inventory and retention schedule), Open Public Records Act including: legislative findings (NJSA 47:1A-1), definitions, records that are exempt from disclosure, access availability, request for public records, responding to an OPRA request, medium conversion, copying cost, special service charge, redactions to public records, denial of record appeal notice, appeal process, government records council, violations, penalties, disciplinary proceeding, and website requirements (P.L. 2011, c.167)

Refresher on Municipal Finances this program includes: budgeting revenue administration, appropriation and budget preparation techniques and budgeting for capital needs with a look at State supervision.

Respecting The Individual: Preventing Sexual Harassment includes: updating policies against sexual harassment, identifying different types of harassment that can occur within the workplace, differentiating between situations that constitute harassment and those that do not, and a discussion of the role of the supervisor/manager in preventing sexual harassment.

Snapshot on Reading the Annual Audit includes: structure of the Annual Audit, Independent Auditors' Report, sequence of schedules, notes to financial statements, single audit and supplementary schedules for current, trust, general capital and utility funds.

Successful Workplace Communications addresses the importance of communication, methods for communicating effectively, knowing your audience, the importance of internal communications as well as a host of other critical communication skills.