

# CES NEWSLETTER

## JANUARY 2022

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## Feature Article

How Meaningful Are Non-Technical Skills When Businesses Need to Be on a War Footing?

The current climate of the working world is very different from what it was as little as a year ago. Businesses - most of them - have taken a beating and are being forced to re-examine and redesign everything from sales strategies to hiring policies, structures, and more. In the midst of all this, when there is a frantic overhaul of ways of working and doing business, many might wonder if creativity and soft skills are still relevant and important. As a general rule, we tend to view creativity as something that might be nice to try, if you have extra time. A sort of luxury, really; something that every trainer loves to talk about at the beginning of the month; something every sales manager asks one to forget as the month end closing approaches.

However, there has never been a time when creativity and soft skills have been such an urgent need which can prepare you to respond effectively to the New Normal and the post pandemic world. Every young management graduate, entering the working world from now until the foreseeable future; every young manager looking for the next rung of the corporate ladder; every job hopper looking for the next move; all of them will have one thing in common. There are going to be some completely new and often unforeseen and unprecedented challenges, tough decisions, and possibly difficult prospects to negotiate. While grappling with the immediate changes wrought by the lockdowns around the world, each professional must also be preparing to function and excel in a post-lockdown, post pandemic world, where economists are predicting sea changes and tough financial times to be dealt with.

Since a return to a pre pandemic normal world is unlikely at best, we need to get used to thinking differently to deal with a changed situation. Creativity and soft skills, more than ever before, will set you apart from the rest of the crowd. The ones who are able to come up with sensible and practical strategies will be able to maximise their potential and get ahead. And that vital boost to your capability can only come from thinking creatively. We need to acknowledge



that there has been a massive disruption to our way of life; and treat that as an opportunity to shine. The world is a different place today, and you need to think differently to face up to new challenges.

The pandemic, lockdowns, social distancing needs, have all transformed business today in ways that we might never have imagined or predicted. Business is being transacted and services rendered in virtual offices and online modes made possible by web technology. And for many businesses, like major chunks of the IT sector, this model works so well that companies are realising that going back to a physical office may not be in their best interests. Going back to the previous model of the office, is likely to be extremely challenging in the changed circumstances. Until this situation is well and truly over, companies will have to manage social distancing, apportion working space properly, handle safety in food, pay extra attention to restroom maintenance, and deal with judicious and safe use of social space. The pre pandemic trend was towards more and more open plan layouts, the idea was to bring people together and eliminate mental walls. However, these set ups are now no longer fit for offices. The redesign

costs, and the simple costs of running physical offices at 50% capacity is going to be more than many companies can, or are willing to, handle.

Marketing and sales have changed dramatically too. To be successful in this atmosphere, we have to innovate, create new ways to meet customers, make sales, and develop relationships. The soft skills required for a video meeting, an online training session, or for closing a deal on the net are far different from the ones we have so far used in face to face scenarios. There is an upside to the changes though to lockdowns and work from home regimes. These days, it seems like everyone has more mental bandwidth. With the absence of the draining daily commute, the white noise of the office space, distractions, calls, and people walking in and out, most of us now have better mental space to work on our intuitions, generate new ideas and follow up on inspirations. This is the best time for everyone to exercise their creativity and get used to new ways of thinking and new modes of doing. Innovate and ideate in this transformed workplace, get creative and try out new ideas! This is the time to reinvent yourself!

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By *Jia Mata* | *March 04, 2021*



## Tip of the Month

### Strengthen Your Customer Service Skills

It is important to make sure that your customer service team has the right skills for your managing customers' needs. No amount of CRM software can compensate for shortcomings in this area. But what skills should you be looking for in a customer service rep?

Empathy, patience, and consistency. Some customers will be irate. Others will be full of questions. And others will just be chatty. You must know how to handle all of them and provide the same level of service every time.

Adaptability. Every customer is different, and some may even seem to change week-to-week. You should be able to handle surprises, sense the customer's mood and adapt accordingly. This also includes a willingness to learn – providing good customer service is a continuous learning process.

Clear communication. Ensure you convey to customers exactly what you mean. You don't want your customer to think he's getting 50% off when he's actually getting 50% more product. Use authentically positive language, stay cheerful no matter what and never end a conversation without confirming the customer is satisfied.

Work ethic. Customers appreciate a rep who will see their problem through to its resolution. At the same time, you must have good time management skills and not spend too much time handling one customer while others are waiting. Stay focused on your goals to achieve the right balance.

Knowledge. Ultimately your customers rely on you for their knowledge of your product. Stay informed enough to respond to most inquiries and know where to turn if the questions become too detailed or technical for you to answer. But don't be afraid to say "I don't know" either. Customers will appreciate the honesty and your efforts to find the right answer.

Thick skin. The customer's always right... right? The ability to swallow one's pride and accept blame or negative feedback is crucial. Whether your team works directly with customers or looking for feedback on social media, they've got to keep the customer's happiness in mind.

Delivering great customer experiences needs to be everyone's job.



# Procurement News

1) Contract Expirations: None

2) Contract Extensions: None

3) Name Changes:

Rio Grande Landscapes to Lone Mountain (waiting on documents)

Document Imaging of the SW to Nube Group (waiting on documents)

4) Terminations: None

5) New Contract Awards: All AEPAs

2022-01 (022-A) Furniture	AmTab Manufacturing Demco Inc. Lakeshore Equipment MeTEOR Education National Business Furniture School Specialty	2022-01-AA01-ALL 2022-01-AA02-ALL 2022-01-AA03-ALL 2022-01-AA04-ALL 2022-01-AA05-ALL 2022-01-AA06-ALL
2022-01 (022-B) Health & Wellness	Medicaleshop Inc School Health Corp. TinyEye Therapy Services	2022-01-AB01-ALL 2022-01-AB02-ALL 2022-01-AB03-ALL
2022-01 (022-E) LED Lighting	FSG Lighting	2022-01-AE01-ALL
2022-01 (022-F) Event Seating & Staging Solutions	Trex Commercial Products Inc. dba Staging Concepts	2022-01-AF01-ALL
2022-01 (022-G) Technology	CDWG <i>*MNJ Technologies did not get an award*</i> <i>Their contract terminates 2-28-22</i>	2022-01-AG01-ALL

6) Current & Upcoming Solicitations

RFP #	RFP Description	Release	Due	Awards
2021-33	<i>JOC Program Consulting Services</i>	- Under negotiations with Gordian Group -		
2022-04	<i>Robotic, Self-Motorized, Autonomous Disinfection and Sterilization</i>	11/22/21	12/02/21	12/15/21
2022-05	<i>Devices with iOS Operating System for K-12 (all dates are tentative)</i>	01/17/22	02/14/22	02/17/22



## Calendar of Events

- 1/1 New Year's Day
- 1/6 NMPED Computer Science and IT Industry Advisory for Career Technical Education
- 1/11 TAP: The Framework to Increasing Learning Behaviors and Decreasing Challenging Behaviors
- 1/11-12 NMPED Assessment For Learning Conference (virtual)
- 1/13 TAP: Exit Planning for Students in Maximum Support Settings
- 1/17 Martin Luther King Jr. Day
- 1/18 TAP: Investigating Curriculum, Instruction, and Assessment to Support Integration of Social Emotional Learning
- 1/18-20 NM Counties Legislative Conference
- 1/19 TAP: Structured Literacy: Bridges to Practice Activities for the Middle School and High School Classrooms
- 1/20 TAP: Special Education & IEP Compliance
- 1/25 TAP: Special Education & IEP Compliance
- 1/26 TAP: An Overview of Specific Learning Disability: From Eligibility, to Executive Functioning, to Exit

<b>JANUARY 2022</b>						
<b>SUN</b>	<b>MON</b>	<b>TUE</b>	<b>WED</b>	<b>THU</b>	<b>FRI</b>	<b>SAT</b>
						<b>1</b>
<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>
<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>
<b>30</b>	<b>31</b>					



## The Order Corner

CES has made some contractual exceptions for "Email or Upload your PO," referred to as Vendor Website. In these cases, you will be placing orders directly on the vendor's website.

- CDWG LLC
- Labatt Food Service
- Lakeshore Learning Materials
- MNJ Technologies Direct, Inc.
- Quill Corporation
- School Outfitters
- School Specialty
- Sewco, Inc. dba Officewise Furniture & Supply
- Staples Business Advantage

Despite their having a Submit PO via Direct Purchase link in the Bluebook, the absolute fastest way to order from these companies is via their website catalog. Just be sure that they are giving you CES pricing by contacting them beforehand to make sure they know your organization is a CES member. (Their contact information is within the Bluebook.)

## New Staff

### We Are New At CES!



Hello, my name is Tanya Marquez. I am the new business specialist. I was born and raised in Albuquerque. I have a Bachelor's in Business Administration and a Master of Accounting from UNM and have served in a variety of accounting positions. I am not married and have one daughter and a wonderful son-in-law who were married in October, bought a home last week, and will be giving me grandbaby in late Spring 2022. We spend a lot of time during the summer at the lake in Conchas, NM, where my mother lives. I also enjoy spending time in the outdoors hiking and camping, or holding a barbeque in the mountains, or just a day on the Rio Grande with my kids and all the granimals. I am very grateful to be a member of the CES Team.



Hi, I'm Michael Floyd. Because the Newsletter is being compiled early due to the Holidays and I don't begin with CES until December 28<sup>th</sup>, my photo and information will appear in next month's newsletter. |

# Job Opportunities at CES

Ancillary Specialty Vacancies by Region

Adaptive Physical Educator / RT – Region 4

Audiologist – All Allocations Filled

Certified Orientation Mobility Specialist – Regions 1, 2, 4

Educational Diagnostician – Regions 1, 3, 4, 7, 8

Occupational Therapist – Regions 2, 4

COTA Cert Occupational Therapist Assistant – Region 4

Physical Therapist – Regions 2, 4

Physical Therapist w/Doctorate – Regions 2, 4

Registered Nurse – Regions 1, 2, 4, 8

Rehabilitation Counselor – Region 2

Recreational Therapist – Region 4

School Psychologist – Regions 1, 2, 3, 4, 6, 7

Social Worker – Regions 2, 4, 8

Speech/Language Pathologist – Regions 1, 2, 4, 7

Teacher for the Visually Impaired – Regions 1, 2, 4

Other CES Vacancies

Executive Administrative Assistant



# Bulletin Board



## 2022 Board Member Institute

February 2-5, 2022, Eldorado Hotel, Santa Fe, NM

The New Mexico School Boards Association will conduct the 2022 Board Institute during the Annual Legislative Session in Santa Fe and allow board members to advocate for education priorities with State Legislators. The Board Institute will feature informative general sessions and a variety of webinars on school governance and public education topics.



### 2022 Winter Conference

**When:** February 16-18, 2022

**Where:** Embassy Suites Hotel in Albuquerque, NM

Registration will open beginning of January 2022.

*Licensure credit/CE hours will be given for all of the sessions attended at this conference.*

#### Attendee Fees

##### In-Person Conference

Member: \$295

Non-Member: \$395

##### Virtual Event

Member: \$295

Non-Member: \$395





# CES & NMASBO Proudly Present

## Superintendents Finance and Budgeting Training

Want a better understanding of New Mexico school budgets? This is the workshop for you! This two-day workshop will benefit Superintendents with three or less years of school budgeting experience, however, all levels of experience are welcome to attend.

### TOPICS

- \$ Business Office Structure
- \$ School Board Financial Responsibilities
- \$ School Funding
- \$ Capital Projects
- \$ Certified Purchasing Agent and Procurement
- \$ Bonding and Debt Management
- \$ Superintendent and the Business Official
- \$ Risk Insurance, Property and Liability
- \$ Finance Issues from a Legal Perspective
- \$ Building and Managing the District's Budget
- \$ Financial Reports for the Superintendent
- \$ Financial Pitfalls and Opportunities

[Click here to register](#)



- WHEN: January 12-13, 2022  
Time:  
Day 1 - 8:00-5:00 pm  
Day 2 - 8:00-4:00 pm
- Location: CES  
10601 Research Rd SW  
Albuquerque, NM 87123
- Registration Information  
www.ces.org, under  
Announcements  
Fee: \$75
- Refreshments & Lunch  
Included both days



### Presenters:

Terry Dean - NMASBO

Joe Guillen - NMSBA

Claire Cieremans - NMASBO

Martica Casias

Gustavo Rossell

Regina Gaysina - RBC

Julie Garcia - POM'S

Elena Gallegos - Walsh, Gallegos, PC

Superintendent Panel



For more information contact Pam Reed or David Chavez at 505-344-5470



# CES Contacts

Jim Barentine  
Southern Services Manager  
Email: [jim@ces.org](mailto:jim@ces.org)  
Phone: 575.646.5965  
Fax: 866.877.0629

Kelly Bassham  
Financial Specialist Accounts Payable  
Email: [kelly@ces.org](mailto:kelly@ces.org)  
Phone: Ext 135

Paul Benoit  
Northern Services Manager, REAP  
Email: [paul@ces.org](mailto:paul@ces.org)  
Phone: 575.562.2922  
Fax: 575.562.2523

Meena Chamberlain  
Purchasing Specialist  
Email: [meena@ces.org](mailto:meena@ces.org)  
Phone: Ext 109

David Chavez  
Executive Director  
Email: [dchavez@ces.org](mailto:dchavez@ces.org)  
Phone: Ext 109

Elizabeth Diaz  
Purchasing Specialist  
Email: [ediaz@ces.org](mailto:ediaz@ces.org)  
Phone: Ext 115  
Fax: 505.985.8454

Loretta Garcia  
TAP Coordinator  
Email: [lgarcia@ces.org](mailto:lgarcia@ces.org)  
Phone: 505.985.8454

Aaron Gonzales  
Media Specialist  
Email: [aaron@ces.org](mailto:aaron@ces.org)

Evan Grasser  
Leadership Program Co-Coordinator  
Email: [evan@ces.org](mailto:evan@ces.org)  
Phone: 806.341.2699

Diane Hajek  
Purchasing Specialist  
Email: [dhajek@ces.org](mailto:dhajek@ces.org)  
Phone: Ext 137  
Fax: 505.715.5826

Abigail Hansen  
Receptionist  
Email: [abigail@ces.org](mailto:abigail@ces.org)  
Phone: Ext 101

Rhonda Hinsen  
Purchasing Specialist  
Email: [rhonda@ces.org](mailto:rhonda@ces.org)  
Phone: Ext 106

Kim Lanoy-Sandoval  
SITE Senior Trainer, LEAP Coord.  
Email: [kim@ces.org](mailto:kim@ces.org)  
Phone: 505.385.0363

Marissa Lopez  
Purchasing Specialist  
Email: [marissa@ces.org](mailto:marissa@ces.org)  
Phone: Ext 104  
Fax: 505.715.5826

Tanya Marquez  
Business Specialist  
Email: [tanya@ces.org](mailto:tanya@ces.org)  
Phone: Ext 144

Margaret Mikelson  
Purchasing Specialist  
Email: [margaret@ces.org](mailto:margaret@ces.org)  
Phone: Ext 126  
Fax: 505.715.5824

Anthony Montañó  
Finance Manager  
Email: [anthony@ces.org](mailto:anthony@ces.org)  
Phone: Ext 128

Monica Myers  
Purchasing Specialist  
Email: [monica@ces.org](mailto:monica@ces.org)  
Phone: Ext 134  
Fax: 505.715.5826

Lianne Pierce  
Director of Ancillary Services  
Email: [lianne@ces.org](mailto:lianne@ces.org)  
Phone: Ext 103

Pam Reed  
Executive Admin Assistant  
Email: [pam@ces.org](mailto:pam@ces.org)  
Phone: Ext 127

Gloria Rendon  
Leadership Program Co-Coordinator  
Email: [grendon@ces.org](mailto:grendon@ces.org)  
Phone: 505.690.4699

Bridget Rivera  
Finance Specialist  
Email: [bridget@ces.org](mailto:bridget@ces.org)  
Phone: Ext 122

Lisa Romo  
Procurement Admin Assistant  
Email: [lromo@ces.org](mailto:lromo@ces.org)  
Phone: Ext 116

Gustavo Rossell  
Procurement Manager  
Email: [gustavo@ces.org](mailto:gustavo@ces.org)  
Phone: Ext 117

Mimi Sacone  
Ancillary Admin Assistant  
Email: [mimi@ces.org](mailto:mimi@ces.org)

Elena Salazar  
SITE /Professional Dev. Coord.  
Email: [elena@ces.org](mailto:elena@ces.org)  
Phone: Ext 136  
Fax: 505.344.9343

Angelina Sandoval  
Ancillary Admin Assistant  
Email: [angelina@ces.org](mailto:angelina@ces.org)  
Phone: Ext 119

Kelley Scheib  
Purchasing Specialist  
Email: [kelley@ces.org](mailto:kelley@ces.org)  
Phone: Ext 107

Brad Schroeder  
IT Manager  
Email: [brad@ces.org](mailto:brad@ces.org)  
Phone: Ext 114

Robin Strauser  
Deputy Executive Director  
Email: [robin@ces.org](mailto:robin@ces.org)  
Phone: Ext 108

Yvonne Tabet  
Human Resources Specialist  
Email: [yvonne@ces.org](mailto:yvonne@ces.org)  
Phone: Ext 113

John Tortelli  
Procurement & Contract Specialist  
Email: [john@ces.org](mailto:john@ces.org)  
Phone: Ext 129

Joe Valencia  
Procurement & Contract Specialist  
Email: [joe@ces.org](mailto:joe@ces.org)  
Phone: Ext 124

Valerie Yoakum  
Ancillary Admin Assistant  
Email: [valerie@ces.org](mailto:valerie@ces.org)  
Phone: Ext 111

