

IMPORTANT NOTICE: *The City Council may consider applicant qualifications for the Council vacancy in executive sessions which are closed to the public, and then make the appointment in a public meeting. You have the right, however, to have your application considered in a public meeting by providing a written request to the City Clerk.*

**CITY OF FLAGSTAFF
APPLICATION TO SERVE ON THE CITY COUNCIL**

RETURN TO: CITY CLERK VIA EMAIL AT STACY.SALTZBURG@FLAGSTAFFAZ.GOV

PLEASE NOTE THAT THIS INFORMATION IS PUBLIC INFORMATION
(APPLICATIONS WILL BE KEPT ON FILE FOR ONE YEAR)

DATE: April 20, 2022

YOUR NAME: James Willis

HOME ADDRESS: _____

ZIP: _____

EMPLOYER: Academy Mortgage Corporation JOB TITLE: Loan Officer

E-MAIL: _____

CELL: _____

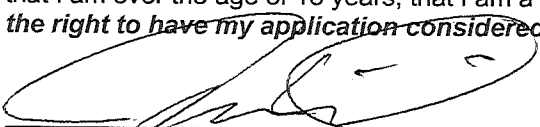
HOME PHONE: _____

LENGTH OF RESIDENCY IN FLAGSTAFF: 40 years (off & on) PREFERRED PHONE: HOME CELL

Using additional pages, please answer the following questions in 250 words or less, per question:

1. What method do you expect to use to make a decision when you are faced with a strong constituency group advocating one way but you believe that there is a segment of the Flagstaff population not being heard on a particular issue?
2. Please give an example of when you were in a position of responsibility and others disagreed with you on how an important matter should be handled. How did you help resolve the issue?
3. What is your leadership style, please provide an example of your style in use.
4. If you could change one thing in the City of Flagstaff Zoning Code what would that be and why?
5. The City of Flagstaff has identified Key Community Priorities. How do you intend to balance the seven priorities in terms of the budget process and policy development?
6. What are your top three priorities for being a City Councilmember?
7. Flagstaff is known for its rich and highly diverse cultures in Northern Arizona. How would you build bridges and partnerships with our diverse communities to strengthen inclusion, diversity, equity, and access for the City of Flagstaff?

I certify that I meet the statutory requirements of living within the corporate limits of the City of Flagstaff for at least one year, that I am over the age of 18 years, that I am a registered voter of the City of Flagstaff, *and that I have read and understand the right to have my application considered in a public meeting by providing a written request to the City Clerk.*


Applicant Signature

The City of Flagstaff is an Equal Opportunity/Affirmative Action Employer

Dear Members of the Flagstaff City Council,

Thank you for taking the time to review my application for the open seat on the Council. I am applying for this position out of love for Flagstaff, and the desire to have a voice in the future of our community to make sure that this is the best community possible for my two daughters to grow up in. While I will not pretend to be an experienced politician, I can assure you that I know this town as well as anybody here. I am a third generation local, and truly feel that I share the perspective of so many members of our community, both left and right. My mother's family moved here in the 1950's and quickly made a name for themselves as homebuilder's and developers (Greenlaw, Cheshire, Foxglenn, University Heights....) My father's family moved here in the 1960's and were educators at both NAU and FUSD. Because of my background, I truly feel that I can identify with most of the people that live here and would be honored to represent them as a member of the Council. Once again, thank you for this opportunity!

1. What method do you expect to use to make a decision when you are faced with a strong constituency group advocating one way, but you believe that there is a segment of the Flagstaff population not being heard on a particular issue?
 - a. The first thing that I will do in this situation is make sure that I am educated and informed regarding the issues that each group is advocating for. If one group is more vocal than the other, I believe it is fair to give the less vocal group an equal opportunity. I think it is the duty of the Council to make sure that all voices are heard in a reasonable manner. Once all parties have had the opportunity to make their case, then a decision can be made.
2. Please give an example of when you were in a position of responsibility and others disagreed with you on how an important matter should be handled. How did you help resolve the issue?
 - a. Prior to moving back to Flagstaff in 2018 I worked as a liability claims adjuster for a major insurance company in Tucson. My primary responsibility in this role was to determine what percentage of liability each driver held in each car accident. In many of these situations, neither party believed that they were at fault, and in several situations both drivers disagreed with my ultimate determination. The most important thing that I learned is that people will respect your decision, even if they do not agree, as long as they feel that you have listened and taken all pieces of evidence into consideration. I know that as a council member there are going to be countless situations where community members will disagree with my decisions, but hopefully if those decisions are based on educated analysis they will at least be respected.
3. What is your leadership style, please provide an example of your style in use.
 - a. I know it sounds cliché, but I truly believe that my leadership style is by example. In my life and my career, I have a positive attitude, I work hard, and I treat people around me as equals. One of my passions in my personal life is training for and competing in ultra-endurance running and cycling competitions. I do my best to take the same approach to my training as I do with the rest of my life in that I work hard but strive to make it look easy, and I always keep in mind that what I do is supposed to be fun. Over the years I've had many people approach me and told me that my style has inspired them to

run their first 5k, ultra-trail run, or 100-mile mountain bike race. The reason always being because it just looks like I am enjoying myself so much, which I usually am!

4. If you could change one thing in the City of Flagstaff Zoning Code what would that be and why?
 - a. Affordable housing is one of the biggest issues that I see in our community. Working in the mortgage industry, I work with individuals and families who are eager to own a home here in Flagstaff, however, are unable to either find a home they can afford, or are getting beat out on homes that they can afford by out of town investors who are willing to pay well over the true value of the home. I will not pretend to know which exact part of the zoning code I would push to change, but I do want to get involved in the conversation and most importantly, be part of the solution.
5. The City of Flagstaff has identified Key Community Priorities. How do you intend to balance the seven priorities in terms of the budget process and policy development?
 - a. In all honestly, until applying for this seat, I was unaware that the City had identified the 7 Key Community Priorities....but after reviewing them, I see how they are all extremely important to our community. I can also see that each of the Priorities most likely require different amounts of funding. In terms of the budget process and policy development, I would review what has been done in the past vs. what needs to be done moving forward. While "Environmental Stewardship" might be the closest to my heart, I recognize that having a "Robust Resilient Economy" may require more funds and stronger development of the policies. As with any decisions I would make, I would first learn as much as I could and listen to as many concerned citizens as I could. I will also ask a lot of questions, and will not be afraid to offend certain members of the community, even one's that support me, in order to make the best decisions for Flagstaff.
6. What are your top three priorities for being a City Councilmember?
 - a. Affordable housing
 - b. Build a stronger community
 - c. Have Flagstaff's best interest and make sound decisions for our community.
7. Flagstaff is known for its rich and highly diverse cultures in Northern Arizona. How would you build bridges and partnerships with our diverse communities to strengthen inclusion, diversity, equity, and access for the City of Flagstaff?
 - a. One of the greatest aspects of our community is that we are represented by so many different cultures, and it is of the utmost importance that all members of our community feel included and equal. Over the last 2+ years, our community, and the world as a whole, has had limited exposure to each other for obvious reasons. I am a huge proponent of community events that would bring us all together once again. I would love to see Flagstaff host many more events. A little over a decade ago I co-founded an event called the Flagstaff Downtown Mile with current NAU coach Mike Smith. What started as a small event with a few dozen people has now turned into a must-do race and attracts athletes from all over the world. As a council member, I would encourage Flagstaff to do more events like this one to bring us all together.

JAMES WILLIS

SUMMARY

A highly dedicated and results-oriented professional with a demonstrated record of experience in claims management and adjusting, accident investigation and responsibility determination, sales, new account prospecting, account management, business development, contract negotiation, and hospitality management. Leverages excellent communication and organizational skills to work across diverse functions and build relationships with customers, coworkers, affiliates, and other internal and external stakeholders. An innovative and detail-oriented problem solver with a proven history of meeting and exceeding objectives.

EXPERIENCE

ACADEMY MORTGAGE CORPORATION – Flagstaff, AZ

Licensed Loan Officer Assistant, 2021-Present

- Assist branch and area manager with all aspects of loan management from the initial application phase, through processing and underwriting, to funding and completion.
- Develop relationships and partnerships both directly with individuals and families, as well as with real estate professionals.

BNSF RAILWAY - Flagstaff, Arizona

Claims Representative, 2019-2020

- Fully engaged in all steps of claims cycle for wide variety of incidents, including derailments, third-party property damages and injuries, and employee injuries.
- Reviewed new losses and determined initial plan of action in the handling of the claim.
- Coordinated with attorney's discovery, arranging deposition, assisting with jury selection, and trial reporting on each incident. Negotiated settlements with third party or through attorneys.
- Recognized, notified, and pursued other culpable parties and sought contribution from such other responsible parties as warranted.
- Evaluated all claims as the investigation developed and established and adjusted reserves as warranted.

GEICO - Tucson, Arizona

Liability Claims Adjuster, 2017-2019

- Investigated and made final determination of responsibility in auto, motorcycle, and RV accidents.
- Identified serious injury/damage losses and reported them in a timely manner to upper management and reinsurers, updating each as necessary.
- Ensured subrogation efforts were undertaken against other responsible parties, including pursuit of deductible recoveries. Initiated contact efforts with policyholder and claimants to confirm notice of loss description and determine the scope of the investigation.
- Recognized and awarded by the Special Investigation Unit by identifying multiple fraudulent claims, saving the company over \$10,000.

LOVITT & TOUCHÉ - Tucson, Arizona

Commercial Lines Sales Executive, 2016-2017

- Generated new accounts and retention of current business through relationship-building with top-level executives. Communicated with critical stakeholders (executive team, internal operations team, and external partners). Contacted and generated leads using technology and networking to introduce services.
- Originated new partnerships and strategic alliances to increase sales revenues and promote new business.
- Observed, trained, developed, and monitored junior affiliate presentations and supporting sales calls.

HOMESITE INSURANCE - Toledo, Ohio

Remote Sales Agent, 2013-2016

- Helped over 5,000 individuals and families protect themselves through consultative sale of homeowners, renters, flood, and umbrella insurance policies.
- Generated over \$2,500,000 in new business premium.
- Recognized for highest sales and awarded President Club.

INTERNATIONAL INSURANCE GROUP - Flagstaff, Arizona

Business Development Officer, 2012-2013

- Prospected for and negotiated contracts with insurance agencies and Internet advertisers for company's affiliate program.
- Built relationships with Internet providers to showcase new insurance home programs in Mexico.

ADDITIONAL EXPERIENCE

YELP – San Francisco, CA (remote) **Account Executive**

FLAGSTAFF CHAMBER OF COMMERCE - Flagstaff, Arizona, **Account Executive**

RUSS LYON SOTHEBY'S REALTY - Flagstaff, Arizona, **Real Estate Agent**

KUKI'O GOLF AND BEACH CLUB - Kona, Hawaii, **Assistant Golf Professional**

EDUCATION

NORTHERN ARIZONA UNIVERSITY - Flagstaff, Arizona

B.S., Hotel and Restaurant Management, 2004

TECHNOLOGIES

Microsoft Office, Salesforce, Oracle, Atlas, video software, investigative photography.