



Clark County Recorder's Office

Debbie Conway, County Recorder

Biography

EXPERIENCE

Debbie Conway has served the public for over 25 years and is currently the Clark County Recorder. She began her first term in January 2007 and was re-elected to serve in the 2011, 2015, and 2019 terms. She oversees approximately 60 employees and operates on a combined budget of approximately \$10 million. Since taking office, her focus has been on technological enhancements and services to customers; implementing electronic recording and installing an advanced recordation software system. Her office records 1 million documents annually and collects \$175 million in Real Property Transfer Taxes and general recording fees. Prior to her career in government, she spent 20 years in the private sector in the areas of bank management, sales and project management, grants management and administration, and as a teacher and trainer.

Previously, Debbie was the County's Business Development Manager. She directed the Summer Business Institute, a high school mentorship program which provided hundreds of students with internships and scholarships. She produced and hosted KCEP's radio talk show, "Economic Empowerment Into the 21st Century," and was an adjunct instructor for the College of Southern Nevada School of Business.

Debbie served(s) on these boards: *Women in Construction, Business Development Advisory Council, Clark County Credit Union, Members Auto Brokerage Board, Recorder Advisory Council, and the Girl Scouts of Nevada. Debbie is a board member of the Nevada County Fiscal Officers Association (CFOA), Nevada Delegate to the National Association of County Recorders, Election Officials and Clerks (IGO), member of the Property Records Industry Association (PRIA), and an Advisory board member of the Cultural Diversity Foundation of Nevada (CDF).*

Debbie was previously featured in the following: "Distinguished Women in Southern Nevada," Small Business Administration's "Woman Advocate of the Year;" Las Vegas Chamber of Commerce's "Community Achievement Award in Public Service," *In Business Las Vegas* "Most Influential Women in Business;" and KLAS TV's "Portraits of Pride" Award. She is also a graduate of the Leadership Las Vegas Class of 2000. She was a finalist for the *Women of Distinction Award* in the category of Philanthropy, Community, and Government Services. The Recorder and Assessor formed a collaborative partnership and they are recipients of two national awards (NACo and NACRC) for best practices in implementing the Q-Matic queue management system.

Debbie hails from the great State of Mississippi. She has earned her Bachelor of Business Management Degree from Saginaw Valley University, and Master of Business Administration Degree from Delta State University.

ANNUAL STATISTICS

- Collects over \$100 million in RPTT and \$75 million in general recording fees
- Answers approximately 67,000 phone calls annually
- Serves over 65,000 walk-in customers
- Records approximately 1 million documents of which over 75% are electronically recorded

ACCOMPLISHMENTS

- Implemented online ordering of records
- Installed new recordation software system
- Implemented Electronic Recording (eRecording)
- Upgraded Desktop computers, printers, and monitors
- Reconfigured Workstations
- Upgraded to High-Volume, High Capacity Scanners
- Installed Telephone System to replace ACD
- Remodeled and expanded the Public Access Area by also upgrading computers
- Provided Wi-Fi System Capability for Public Access
- Lobby Enhancements to provide a work counter and additional seating for customers
- Installed software to redact personal information on recorded documents
- Opened new Branch Offices – shared offices with the Assessor in the Northwest and in Henderson
- Decreased Returned Document Backlogs from 6 months down to 1-3 days
- Reduced customer wait time from 1-3 hours to less than 15 minutes
- Implemented microfilm preservation and digitization projects
- Decreased operating budget by approximately 5% during cost containment
- Installed Q-Matic queue customer management system and audit queue features to facilitate the audit of deeds
- Improved business continuity in the event of network failure
- Installed artificial intelligence automated indexing
- Created a New Website
- Developed Recorder's Advisory Council (RAC)
- Reduced employee over-time
- Implemented use of credit cards (Visa, MasterCard, Discover, and American Express)
- Introduced formal Real Property Transfer Tax hearings
- Established escrow accounts for title companies
- Initiated and launched digital microfilm service
- Upgraded microfilm readers
- Improved eCommerce online research and ordering features
- Developed Mobile Web Site to research and order documents
- Oversaw design and scheduled implementation of the Marriage Certificate Kiosk and the Recording Kiosk

AWARDS

- Recipient of the Public Official of the Year Award
- Recipient of the International Association of Clerks, Recorders, Election Officials & Treasurers Eagle Award
- Recognized in *Government Technology Magazine* as a Top 25 Doers, Dreamers & Drivers
- Finalist for 2010 and 2012 Nevada Taxpayer's Association Cashman Good Government Award for Q-Matic and Audit Queue System
- Finalist for the National Association of Women Business Owners Woman of Distinction Award in Government
- Recipient of National Association of Counties (NACo) Achievement Awards for Electronic Recording Gov-to-Gov Collaboration, Key to Our Success Program, collaboration to enhance the index of surveys and maps, Digital Image Storage, Audit Queue Message System, and Fight Fraud Awareness Workshops