

7-21-2015

# Barr v. Citicorp Credit Service, Inc Clerk's Record v. 1 Dckt. 43122

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BEFORE THE SUPREME COURT OF THE STATE OF IDAHO

HORTON

JESSICA E. BARR,

Claimant/Appellant,

v.

CITICORP CREDIT SERVICE, INC. USA,

Employer/Respondent,

and

IDAHO DEPARTMENT OF LABOR,

Respondent.

SUPREME COURT NO. 43122

AGENCY RECORD

BEFORE THE INDUSTRIAL COMMISSION OF THE STATE OF IDAHO

**For Claimant/Appellant**

JESSICA E BARR  
7701 USTICK #126  
BOISE ID 83704

**For Employer/Respondent**

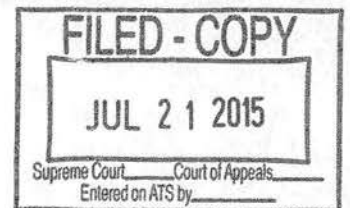
CITICORP CREDIT SERVICE INC USA  
C/O TALX  
PO BOX 173860  
DENVER CO 83217-3860

**For Respondent**

TRACEY K ROLFSEN  
DEPUTY ATTORNEY GENERAL  
317 W MAIN STREET  
BOISE ID 83735

43122

AGENCY RECORD - JESSICA E. BARR



COPY

BEFORE THE SUPREME COURT OF THE STATE OF IDAHO

JESSICA E. BARR,

Claimant/Appellant,

v.

CITICORP CREDIT SERVICE, INC. USA,

Employer/Respondent,

and

IDAHO DEPARTMENT OF LABOR,

Respondent.

SUPREME COURT NO. 43122

AGENCY RECORD

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BEFORE THE INDUSTRIAL COMMISSION OF THE STATE OF IDAHO

**For Claimant/Appellant**

JESSICA E BARR  
7701 USTICK #126  
BOISE ID 83704

**For Employer/Respondent**

CITICORP CREDIT SERVICE INC USA  
C/O TALX  
PO BOX 173860  
DENVER CO 83217-3860

**For Respondent**

TRACEY K ROLFSEN  
DEPUTY ATTORNEY GENERAL  
317 W MAIN STREET  
BOISE ID 83735

AGENCY RECORD – JESSICA E. BARR

1

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**LIST OF EXHIBITS**

HEARING TRANSCRIPT taken on 11/07/14 will be lodged with the Supreme Court.

**Exhibits admitted into record before the IDAHO DEPARTMENT OF LABOR**

.....Notice of Telephone Hearing, mailed October 30, 2014 (pp. 1 - 3)

**Exhibit:**

.....Important Information About Your Hearing Read Carefully (pp. 1 - 2)

.....Idaho Department of Labor Issue Script (pp. 3 - 9)

.....Employer’s SIDES Response (pp. 10 - 12)

.....Employer’s FAX Dated 09/24/14 (pp. 13 - 16)

.....Employer’s FAX Dated 09/25/14 (pp. 17 - 18)

.....Employer’s FAX Dated 10/02/14 (pp. 19 - 22)

.....Employer’s Memorandum to Claimant (pp. 23 - 25)

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.....Employer’s FAX Dated 10/22/14 (pp. 31 - 32)

.....IDOL Employer Chargeability Dated 10/28/14 (p. 34)

IDAHO DEPARTMENT OF LABOR  
APPEALS BUREAU  
317 WEST MAIN STREET  
BOISE, IDAHO 83735-0720  
(208) 332-3572 / (800) 621-4938  
FAX: (208) 334-6440

JESSICA E BARR, )  
SSN: [REDACTED] )  
Claimant )  
vs. )  
CITICORP CREDIT SERVICES INC USA, )  
Employer )  
and )  
IDAHO DEPARTMENT OF LABOR. )

---

**DOCKET NUMBER 421000423-2015**  
**DECISION OF APPEALS EXAMINER**

**DECISION**

Benefits are **DENIED** effective August 24, 2014. The claimant was discharged for misconduct in connection with the employment, as defined by § 72-1366(5) of the Idaho Employment Security Law.

The employer's account is **NOT CHARGEABLE** for experience rating purposes, in accordance with § 72-1351(2)(a) of the Idaho Employment Security Law.

The Eligibility Determination dated October 8, 2014, is hereby **REVERSED**.

**HISTORY OF THE CASE**

The above-entitled matter was heard by Gregory Stevens, Appeals Examiner for the Idaho Department of Labor, on November 7, 2014, by telephone in the City of Boise, in accordance with § 72-1368(6) of the Idaho Employment Security Law.

The claimant appeared for the hearing and testified.

The employer was represented by Kristen Thomas. Isaac Downey, Tiffany Endicott, and Jeremy Runner, were called as witnesses on behalf of the employer.

Exhibit 1 and Exhibit Pages 1-34 were entered into and made a part of the record.

## ISSUES

The issues before the Appeals Examiner are (1) whether the claimant was discharged and, if so, whether for misconduct in connection with the employment, according to § 72-1366(5) of the Idaho Employment Security Law; and (2) whether the employer's account is properly chargeable for experience rating purposes for benefits paid to the claimant, according to § 72-1351(2)(a) of the Idaho Employment Security Law.

## FINDINGS OF FACT

**Additional facts or testimony may exist in this case. However, the Appeals Examiner outlines only those that are relevant to the decision and those based upon reliable evidence.** Based on the exhibits and testimony in the record, the following facts are found:

1. The claimant worked for the employer as a customer service representative from August 10, 2009, through August 26, 2014.
2. In the first four of the five calendar quarters preceding the one in which the claimant applied for benefits, this employer paid more wages than any other.
3. On December 23, 2013, the employer sent out a company-wide e-mail directing employees to no longer contact the workforce management group (TCC / ICC) to request voluntary time off (VTO).
4. In spite of this directive, the claimant continued to contact the TCC to request VTO.
5. The claimant was coached by her supervisor regarding this issue on January 13, 2014, and again on January 15<sup>th</sup> and January 21<sup>st</sup>. The supervisor, Tiffany Endicott, testified that the claimant just laughed and remarked that the directive "didn't apply to her;" or would use other measures, including the use of her sister, to attempt to circumvent the directive.
6. In early July, 2014, the employer received an e-mail from the TCC that the claimant was continuing to contact them regarding VTO on an almost daily basis.
7. On July 7, 2014, the employer gave the claimant a "Final Warning" for this continued conduct. The claimant was advised that VTO "must" be requested using the ESP system and that she should "not" be contacting the TCC for this purpose. The claimant was further advised that any further occurrence could result in her termination.
8. On August 25, 2014, the employer was contacted by TCC and advised that the claimant's conduct was continuing.
9. As a result of the claimant's continued failure to abide by the directive, the claimant was discharged.

## AUTHORITY

§ 72-1351(2)(a) of the Idaho Employment Security Law provides in part that for experience rating purposes, no charge shall be made to the account of such covered employer with respect to benefits paid to a worker who terminated his services voluntarily without good cause attributable to such covered employer, or who had been discharged for misconduct in connection with such services.



§ 72-1366(5) of the Idaho Employment Security Law provides that a claimant shall be eligible for benefits provided unemployment is not due to the fact that the claimant left employment voluntarily without good cause, or was discharged for misconduct in connection with employment.


### CONCLUSIONS

“Misconduct” means the willful, intentional disregard of the employer’s interest; a deliberate violation of the employer’s rules; or a disregard of the standards of behavior which the employer has the right to expect of its employees. Johns vs. S.H. Kress & Company, 78 Idaho 544, 307 P.2d 217 (1957).

There is no requirement in the Johns definition of misconduct that the claimant’s disregard of standards of behavior must be found to have been subjectively willful, intentional or deliberate; rather, the test for misconduct in standard-of-behavior cases is (1) whether the employee’s conduct fell below the standard of behavior expected by the employer; and (2) whether the employer’s expectation was objectively reasonable in the particular case. The employee’s subjective state of mind is irrelevant. Matthews vs. Bucyrus-Erie Co., 101 Idaho 657, 619 P.2d 1110 (1980).

After reviewing the record, the Appeals Examiner finds that the claimant’s conduct fell below a standard of behavior the employer had a reasonable right to expect.

As such, the claimant was discharged for misconduct as defined by the Idaho Employment Security Law. The claimant is not eligible for benefits. The employer is held not chargeable on the claimant.

  
\_\_\_\_\_  
Gregory Stevens  
Appeals Examiner

**Date of Mailing** November 10, 2014

**Last Day To Appeal** November 24, 2014

## APPEAL RIGHTS

You have FOURTEEN (14) DAYS FROM THE DATE OF MAILING to file a written appeal with the Idaho Industrial Commission. The appeal must be mailed to:

Idaho Industrial Commission  
Judicial Division, IDOL Appeals  
P.O. Box 83720  
Boise, Idaho 83720-0041

Or delivered in person to:

Idaho Industrial Commission  
700 S Clearwater Lane  
Boise, ID 83712

Or transmitted by facsimile to:

(208) 332-7558.

If the appeal is mailed, it must be postmarked no later than the last day to appeal. An appeal filed by facsimile transmission must be received by the Commission by 5:00 p.m., Mountain Time, on the last day to appeal. A facsimile transmission received after 5:00 p.m. will be deemed received by the Commission on the next business day. A late appeal will be dismissed. Appeals filed by any means with the Appeals Bureau or an Idaho Department of Labor local office will not be accepted by the Commission. ***TO EMPLOYERS WHO ARE INCORPORATED:*** *If you file an appeal with the Idaho Industrial Commission, the appeal must be signed by a corporate officer or legal counsel licensed to practice in the State of Idaho and the signature must include the individual's title. The Commission will not consider appeals submitted by employer representatives who are not attorneys. If you request a hearing before the Commission or permission to file a legal brief, you must make these requests through legal counsel licensed to practice in the State of Idaho. Questions should be directed to the Idaho Industrial Commission, Unemployment Appeals, (208) 334-6024.*

If no appeal is filed, this decision will become final and cannot be changed. **TO CLAIMANT:** If this decision is changed, any benefits paid will be subject to repayment. If an appeal is filed, you should continue to report on your claim as long as you are unemployed.

IDAHO DEPARTMENT OF LABOR  
APPEALS BUREAU  
317 WEST MAIN STREET  
BOISE, IDAHO 83735-0720  
(208) 332-3572 / (800) 621-4938  
FAX: (208) 334-6440

**CERTIFICATE OF SERVICE**

I hereby certify that on November 10, 2014, a true and correct copy of **Decision of Appeals Examiner** was served by regular United States mail upon each of the following:

JESSICA E BARR  
7701 USTICK #126  
BOISE ID 83704

CITICORP CREDIT SVCS INC USA  
C/O TALX  
PO BOX 173860  
DENVER CO 83217-3860

  
\_\_\_\_\_

Quick Load

Docket Number:  Year: 2015 Court: Appeal Source: UI - Basis Load

Appeal Information Edit

Docket Number: 421000423 Year: 2015 SSN:  Name: JESSICA E BARR

Court Level: Appeal Date Filed: 10/22/2014 Due Out Date: 11/19/2014

Appellant: Employer Program: REG - UI Related To Docket:

Status: Scheduled Local Office: 0040 - Meridian Job Service

Multiple Appeals:  Tax Due: \$0.00 Penalty: \$0.00 Interest: \$0.00

Tax Rep Name:

Setup By: cphillip Setup Date: 10/30/2014

Scheduled By: gstevens Scheduled Set On: 11/07/2014

Participants Add

Type	Name	Address	City	State	Zip	Phone	Fax Phone
Claimant	JESSICA E BARR	7701 USTICK #126	BOISE	ID	83704	1 (208) 570-1098	
Employer	CITICORP CREDIT SVCS INC USA	PO BOX 173860	DENVER	CO	80217-3860	8008480287	
Employer's Representative	CITICORP CREDIT SVCS INC USA c/o TALX	PO Box 173860	Denver	CO	83217-3860		

Issues Maintain Issues

Issue Code	Level	IUS ID	Primary	Issue	Status	Determination	Decision	Resolution
020		3101397138		Discharge	Deny	Allow	Reversed	020
021		3102396506		Chargeability	Chargeable	Relieve Charges	Reversed	021

Schedule Information Add

Examiner	Date	Start	End	MeetingID	Status
Gregory Stevens	Nov 7, 2014	10:00 AM	11:00 AM	6258905	Past

Notes Print All Notes Add

Note UpdatedBy LastUpdated

Cimt sent email asking if someone could help her with questions re protest. I called her and gave her information about appealing to IC. She stated that she had additional information. DOE\wbrown 11/18/2014 4:29:15 PM

IC protest received; processed as needed. DOE\eglock 11/28/2014 12:54:36 PM

Documents

Select a Document to Build... [Ones](#) [OnBase](#) [UI Tasks](#) [Non Mons](#)

I am appealing or protesting the decision made by the Appeals Examiner. The docket number associated with this decision is 421000423-2015.

Jessica Barr  
7701 Ustick #126  
Boise, ID 83704

*Jessica Barr*  
*11/24/14*  
*208-570-1098*

RECEIVED  
INDUSTRIAL COMMISSION  
NOV 24 PM 1:53

BEFORE THE INDUSTRIAL COMMISSION OF THE STATE OF IDAHO

JESSICA E. BARR,  
SSN: 519-35-5905,

Claimant,

v.

CITICORP CREDIT SERVICE, INC. USA,

Employer,

and

IDAHO DEPARTMENT OF LABOR.

IDOL # 421000423-2015

NOTICE OF FILING  
OF APPEAL

FILED

NOV 28 2014

INDUSTRIAL COMMISSION

**PLEASE TAKE NOTICE:** The Industrial Commission has received an appeal from a decision of an Appeals Examiner of the Idaho Department of Labor. A copy of the appeal is enclosed, along with a copy of the Commission's Rules of Appellate Practice and Procedure.

**PLEASE READ ALL THE RULES CAREFULLY**

The Industrial Commission promptly processes all unemployment appeals in the order received. In the mean time, you may want to visit our web site for more information: [www.iic.idaho.gov](http://www.iic.idaho.gov).

The Commission will make its decision in this appeal based on the record of the proceedings before the Appeals Examiner of the Idaho Department of Labor.

INDUSTRIAL COMMISSION  
UNEMPLOYMENT APPEALS DIVISION  
POST OFFICE BOX 83720  
BOISE IDAHO 83720-0041  
(208) 334-6024

*Calls Received by the Industrial Commission May Be Recorded*

NOTICE OF FILING OF APPEAL - 1

I am appealing or protesting the decision made by the Appeals Examiner. The docket number associated with this decision is 421000423-2015.

Jessica Barr  
7701 Ustick #126  
Boise, ID 83704

*Jessica Barr*  
*11/24/14*  
*208-570-1098*

2014 NOV 24 P 1:53  
RECEIVED  
INDUSTRIAL COMMISSION

**CERTIFICATE OF SERVICE**

I hereby certify that on the 28<sup>th</sup> day of November, 2014 a true and correct copy of the **Notice of Filing of Appeal and compact disc of the Hearing** were served by regular United States mail upon the following:

**APPEAL:**

DEPUTY ATTORNEY GENERAL  
IDAHO DEPARTMENT OF LABOR  
**STATE HOUSE MAIL**  
317 W MAIN STREET  
BOISE ID 83735

**APPEAL AND DISC:**

JESSICA E BARR  
7701 USTICK #126  
BOISE ID 83704

kh

  
\_\_\_\_\_  
Assistant Commission Secretary



BEFORE THE INDUSTRIAL COMMISSION OF THE STATE OF IDAHO

JESSICA E. BARR,

Claimant,

v.

CITICORP CREDIT SERVICE, INC. USA,

Employer,

and

IDAHO DEPARTMENT OF LABOR.

IDOL # 421000423-2015

FILED

DEC 07 2014


INDUSTRIAL COMMISSION

CERTIFICATE OF SERVICE

I hereby certify that on the 7<sup>th</sup> day of December, 2014, a true and correct copy of **Claimant's Correspondence** was served by regular United States mail upon the following:

DEPUTY ATTORNEY GENERAL  
IDAHO DEPARTMENT OF LABOR  
**STATE HOUSE MAIL**  
317 W MAIN STREET  
BOISE ID 83735

kh

  
Assistant Commission Secretary

cc:  
JESSICA E BARR  
7701 USTICK #126  
BOISE ID 83704

Jessica Barr

Docket Number 421000423 - 2016

I am including these emails as additional information in my appeals case and to show contradictory information to previous statements made by Tiffany Endicott. I did not discover these emails until after the hearing. Upon which time it was stated by Tiffany Endicott that she had coached me on January 13<sup>th</sup>, 15<sup>th</sup>, and 21<sup>st</sup> so 3 instances in 7 days supposedly, and yet at this time not put on a final warning even though I was supposedly laughing and saying the rules did not apply to me. These emails show Tiffany Endicott and I discussing calling TCC AFTER the dates in which she says she told me not to. These emails show that not only was she aware I was calling TCC to request VTO she was also helpful and had no issues with me calling. Also it was stated in the previous hearing that when I was supposedly coached not to call TCC that I laughed and said the rules don't apply to me. But I want to state for the record in a meeting in January not only was I asked by Tiffany to start coaching again but that she thought it would be a good idea for me to also apply for the Talent Acceleration Program (TAP) which she also had me send my resume to her which is another email that is included in this additional information, this directly contradicts previous statements regarding my attitude and what is described as insubordination. I would not be allowed to be coaching peers and apply for a higher position in which it was recommended by Tiffany who at the time was my unit manager, if my attitude was truly as described previously. Such additional information showing coaching notes and emails could be provided by CITI emails however when I talked to human resources they said they could not answer any questions regarding if they did or did not still store my company email account. Also would like to point out a correction in the previous examiners findings. Finding number 8 states "On August 25, 2014, the employer was contacted by TCC and advised that the claimant's conduct was continuing." This information was not stated by any member of Citi. As stated in the hearing they say they were contacted one time from TCC which is included in finding 6 however actual documentation of the email is not submitted nor have I ever seen it. It was mentioned by Isaac Downey that they received only one supposed email regarding me directly from TCC in July, not again in August. I was terminated on August 25<sup>th</sup> but there is no mention of another email being sent in the hearing or in documentation from the hearing.

Jessica Barr  
12.4.14

208-570-1098

RECEIVED  
INDUSTRIAL COMMISSION  
2014 DEC -4 P 4:23

Re: RE: RE:

From: jessica barr (barr.jessica@live.com)
Sent: Thu 2/06/14 6:44 PM
To: Endicott, Tiffany M (tiffany.m.endicott@citi.com)

Ok thanks.. I know it was around 130 ish when I talked to him. I know it wasn't Mario so I think it was like Julian or something like that.

Sent from my iPhone

> On Feb 6, 2014, at 6:38 PM, "Endicott, Tiffany M " <tiffany.m.endicott@citi.com> wrote:
>
> No worries. I put in planned time. I can't do the VTO cause we've been in queue all day in sales and they haven't given any VTO.

> -----Original Message-----

> From: jessica barr [mailto:barr.jessica@live.com]
> Sent: Thursday, February 06, 2014 6:13 PM
> To: Endicott, Tiffany M [GCG-NAOT]
> Subject: Re: RE:

> Are you serious! It was a guy I can't remember which one it was tho

> Sent from my iPhone

>> On Feb 6, 2014, at 2:48 PM, "Endicott, Tiffany M " <tiffany.m.endicott@citi.com> wrote:

>> Hey Jess. The VTO isn't in your schedule. Do you remember who in TCC you talked to?

>> Thanks,

>> Tiffany

>> -----Original Message-----

>> From: jessica barr [mailto:barr.jessica@live.com]
>> Sent: Thursday, February 06, 2014 1:50 PM
>> To: Endicott, Tiffany M [GCG-NAOT]

RECEIVED
INDUSTRIAL COMMUNICATION
2014 DEC -4 P 1:23

> > Subject:

> >

> >

> > Hey no worries checking on that cause when I called tcc to see if the planned time was in there TCc gave me all day vto :) see ya Sunday or Monday :)

> >

> > Sent from my iPhone

---

**RE: RE:**

---

From: **Endicott, Tiffany M** (tiffany.m.endicott@citi.com)  
Sent: Tue 2/11/14 4:46 PM  
To: 'jessica barr' (barr.jessica@live.com)

You now have all day VTO :) Hope you feel better.

Tiffany

-----Original Message-----

From: jessica barr [mailto:barr.jessica@live.com]  
Sent: Tuesday, February 11, 2014 2:49 PM  
To: Endicott, Tiffany M [GCG-NAOT]  
Subject: Re: RE:

Thank you so much

Sent from my iPhone

- > On Feb 11, 2014, at 2:48 PM, "Endicott, Tiffany M " <tiffany.m.endicott@citi.com> wrote:
- >
- > They are out on VTO until 6:30pm our time. I have coded you VTO until 6:30pm. I'll continue to monitor service levels. If they do not do any more VTO then the other two hours will need to be unplanned time.
- >
- > Thanks,
- >
- > Tiffany
- >
- >
- > -----Original Message-----
- > From: jessica barr [mailto:barr.jessica@live.com]
- > Sent: Tuesday, February 11, 2014 1:25 PM
- > To: Endicott, Tiffany M [GCG-NAOT]
- > Subject:
- >
- > Hey tiff I'm having some difficulties and I don't want to have to use unplanned TCc said they

were out till 7 and that they could give me vto but I needed to reach out to a manager so I was wondering if there's anyway you can help me so I don't have to use up my unplanned. If u can please call me or email me back to let me know

>

> Sent from my iPhone

**Re: RE:**

---

From: **jessica barr** (barr.jessica@live.com)  
Sent: Wed 2/26/14 6:29 PM  
To: Endicott, Tiffany M (tiffany.m.endicott@citi.com)

Ugh well hopefully it goes through tonight like last time.. I wasn't paying attention since they been giving it to me a lot lately

Sent from my iPhone

> On Feb 26, 2014, at 4:59 PM, "Endicott, Tiffany M " <tiffany.m.endicott@citi.com> wrote:

>  
> It's showing UNSU right now. No VTO or planned time. Who did you talk to in TCC?

>  
>  
>  
>  
> -----Original Message-----

> From: jessica barr [mailto:barr.jessica@live.com]  
> Sent: Wednesday, February 26, 2014 2:09 PM  
> To: Endicott, Tiffany M [GCG-NAOT]  
> Subject:

>  
>  
> So they said I had vto all day but I always check to make sure since last time especially and it's not showing yet... Can you check to make sure it goes in? I had a planned day requested for today too but that didn't get approved I don't think.

> Sent from my iPhone

**(No Subject)**

2014 DEC -4 P 4: 23

RECEIVED  
INDUSTRIAL COMMISSION

From: **jessica barr** (barr.jessica@live.com)

Sent: Wed 3/05/14 1:54 PM

To: tiffany.m.endicott@citi.com (tiffany.m.endicott@citi.com)

Hey tiff I was checking to see if I got today off planned but apparently the system is down I called and talked to Paula I'm pretty sure is who it was. And she offered me vto and I didn't even directly ask for it lol... But I can't check it cause the system is down so can you double check let me know if it's there or not so I can come if it's not :)

Sent from my iPhone



---

**(No Subject)**

---

From: **jessica barr** (barr.jessica@live.com)

Sent: Wed 3/05/14 1:58 PM

To: tiffany.m.endicott@citi.com (tiffany.m.endicott@citi.com)

The app still workin and it shows never mind :)

Sent from my iPhone

---

## **jessica BARR.docx**

---

From: **jessica barr** (barr.jessica@live.com)

Sent: Thu 3/27/14 2:32 PM

To: Tiffany M Endicott (tiffany.m.endicott@citi.com)

1 attachment

jessica BARR.docx (27.0 KB) ,

Sent from my iPhone

# JESSICA BARR

7701 Ustick Rd. #126 Boise, ID 83704 | barr.jessica@live.com | 208-457-1098

RECEIVED  
INDUSTRIAL COMMISSION  
DEC 23

**OBJECTIVE** | To further my career within Citi.

**SKILLS & ABILITIES** | Ability to communicate and  
Customer service professional  
excel and other programs

Resume  
in Email  
dated 3/27/14  
for TAP

very competitive nature.  
computer skills relating to office,

**EXPERIENCE** | **CREW MEMBER, PIZZA**  
2008-2009

Accomplished daily operations with a high level of performance. Awarded MVP twice in the short amount of time employed.

**COLLECTIONS REP, CITI BANK NA**  
2009-2010

Collected past due payments, set up payment plans and recurring payments. Maintained competitive monthly goals.

**SALES/SERVICE REP, CITI BANK NA**  
2010-PRESENT

Exceed sales goals and other metric goals consistently while maintaining a high level of customer satisfaction. Applied and/or completed opportunities that include but do not limit; sales and AHT Coach, TSP, Team assistant(T/A), Created sales scripts as well as helping and guiding other agents on their journey to become fellow peer coaches while still maintaining my own goals. Awards include multiple top star awards, top in the division for sales products and other sales related awards, top employee satisfaction surveys and quality excellence.

**EDUCATION** | **BOISE STATE UNIVERSITY, BOISE ID**  
General Education Diploma.

**COLLEGE OF WESTERN IDAHO, NAMPA ID**  
COMMUNICATIONS

Currently still seeking this degree.

**COMMUNICATION AND LEADERSHIP** | I am currently seeking a communications degree to help further my communication skills. I have attended meet and greets on behalf of my manger to welcome new hires to the team. Also I have had the opportunity while being the TSP to lead a training to a group of 15 or more trainees while the trainer attended a meeting. Sales and AHT coach peers using techniques such as curbstone coaching as well as my own styles depending on the specific personal need. Agents who have received coaching, sometimes even by personal request, then have shown immediate improvements. Help other agents and teammates daily by answering system and procedure questions as well as providing tips and coaching to help better their results. Also have written my own sales offer scripts that differ from the provided offer descriptions that still maintained compliance but allowed other sales agents to obtain higher results.

REFERENCES | **ANGELA GREEN, SOUPERVISER**  
PIZZA HUT  
208-403-8889

**RE:**

---

From: **Endicott, Tiffany M** (tiffany.m.endicott@citi.com)  
Sent: Tue 4/30/13 2:02 PM  
To: 'jessica barr' (barr.jessica@live.com)

Thanks Jess.

My thoughts are with you. I know this is a difficult time. We are slow today so VTO should be okay. We'll just take it one day at a time. Let me know if you need anything.

Thanks,

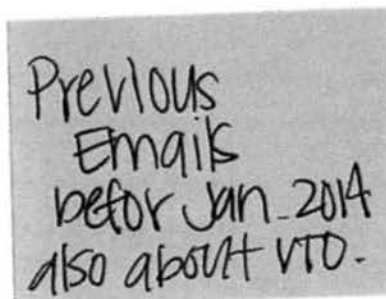
Tiffany

-----Original Message-----

From: jessica barr [mailto:barr.jessica@live.com]  
Sent: Monday, April 29, 2013 11:33 PM  
To: Endicott, Tiffany M [GCG-NAOT]  
Subject:

I'm not worried about getting bereavement I could care less it's something that is so important to me and and my cousin has a baby with his sister I've known him since before I can remember my dad was in 7th grade with his dad I lived at his house for years he is my family weather it counts or not.. And I did call and get vto all day Sunday and I put unplanned time today because I almost forgot to call in time and wasn't able to speak on the phone they wouldn't have understood me.. I didn't realize it was busy I heard it's been slow but that's ok I have a lil unplanned and whatever we need to do to work it out.

Sent from my iPhone



Previous  
Emails  
before Jan. 2014  
also about VTO.

**RE:**

---

From: **jessica barr** (barr.jessica@live.com)

Sent: Thu 10/24/13 2:43 PM

To: Endicott, Tiffany M (tiffany.m.endicott@citi.com)

Hey tiff they gave me vto only till 430 I thought it was all day.. I was wondering if it's slow if I can get it extended that way I don't have to dive in and get it right after... If it's possible let me know thank you.

**RE:**

---

From: **jessica barr** (barr.jessica@live.com)  
Sent: Wed 10/30/13 2:18 PM  
To: Endicott, Tiffany M (tiffany.m.endicott@citi.com)

Hey tiff I'm still not feeling good they gave me vto but only till 430 so far hoping they give more but I was wondering if I can't get vto if I can make it up or something cause it's only like 3 hours.

11/24

LAWRENCE G. WASDEN  
ATTORNEY GENERAL

CRAIG G. BLEDSOE – ISB# 3431  
**TRACEY K. ROLFSEN – ISB# 4050**  
CHERYL GEORGE – ISB# 4213  
Deputy Attorneys General  
Idaho Department of Labor  
317 W. Main Street  
Boise, Idaho 83735  
Telephone: (208) 332-3570

BEFORE THE INDUSTRIAL COMMISSION OF THE STATE OF IDAHO

JESSICA E. BARR,	)
	)
Claimant,	)
	)
vs.	)
	)
CITCORP CREDIT SERVICES, INC.	)
USA,	)
	)
Employer,	)
	)
and	)
	)
IDAHO DEPARTMENT OF LABOR.	)

---

IDOL NO. 421000423-2015

NOTICE OF APPEARANCE


FILED  
DEC 09 2014  
INDUSTRIAL COMMISSION

TO THE ABOVE-NAMED PARTIES:

Please be advised that the undersigned Deputy Attorney General representing the Idaho Department of Labor hereby enters the appearance of said attorneys as the attorneys of record for the State of Idaho, Department of Labor, in the above-entitled proceeding. By statute, the Department of Labor is a party to all unemployment insurance appeals in Idaho.



DATED this 5<sup>th</sup> day of December, 2014.

  
\_\_\_\_\_  
Tracey K. Rolfsen  
Deputy Attorney General  
Attorney for the State of Idaho,  
Department of Labor

CERTIFICATE OF MAILING

I HEREBY CERTIFY that a copy of the foregoing NOTICE OF APPEARANCE, was mailed, postage prepaid, this 5<sup>th</sup> day of December, 2014, to:

JESSICA E. BARR  
7701 USTICK #126  
BOISE ID 83704

CITICORP CREDIT SERVICES, INC. USA  
C/O TALX  
PO BOX 173860  
DENVER CO 83217-3860

  
\_\_\_\_\_

BEFORE THE INDUSTRIAL COMMISSION OF THE STATE OF IDAHO

JESSICA E. BARR  
SSN [REDACTED]

Claimant,

v.

CITICORP CREDIT SERVICES, INC., USA,

Employer,

and

IDAHO DEPARTMENT OF LABOR.

IDOL # 421000423-2015

DECISION AND ORDER

FILED

FEB 25 2015

INDUSTRIAL COMMISSION

*Appeal of a Decision issued by an Idaho Department of Labor Appeals Examiner denying Claimant unemployment insurance benefits. AFFIRMED.*

Claimant, Jessica E. Barr, appeals a Decision issued by the Idaho Department of Labor (“IDOL”) finding her ineligible for unemployment benefits. The Appeals Examiner found: 1) Employer, Citicorp Credit Services, Inc., USA, discharged Claimant for misconduct connected with the employment; and 2) Employer’s account is not chargeable for experience rating purposes. Claimant and Employer participated in the hearing. IDOL did not appear. Due process was adequate.

Claimant submitted additional evidence for consideration on appeal. (Claimant’s Correspondence, filed December 4, 2014.) The Commission reviews these matters based on the record before the Appeals Examiner. Idaho Code § 72-1368(7). Since Claimant submits additional evidence outside of the record, the Commission construes Claimant’s submission as a request for a new hearing to augment the record with the proposed evidence. That issue is addressed below.

**DECISION AND ORDER - 1**

The undersigned Commissioners have conducted a *de novo* review of the record in accordance with Idaho Code § 72-1368(7). Spruell v. Allied Meadows Corp., 117 Idaho 277, 279, 787 P.2d 263, 265 (1990). The evidentiary record in this case contains the audio recording of the hearing the Appeals Examiner convened on November 7, 2014 and the exhibits made part of the record during that proceeding. Those exhibits consist of the Notice of Telephone Hearing (“Notice”) [pp. 1-3] and Exhibit: [pp. 1 through 34].

### **CLAIMANT’S REQUEST TO AUGMENT THE RECORD**

Claimant seeks to submit additional evidence on appeal. (Claimant’s Correspondence.) The Commission reviews these matters based on the record presented before the Appeals Examiner. However, Idaho Code § 72-1368(7) provides that “the commission may, in its sole discretion, conduct a hearing to receive additional evidence or may remand the matter back to the appeals examiner for an additional hearing and decision” if the interests of justice so require. Rule 7(B) 5 of the Rules of Appellate Practice and Procedure under the Idaho Employment Security Law, effective as amended September 4, 2013, provides that a party requesting a hearing to offer additional evidence shall submit the “reason why the proposed evidence was not presented before the appeals examiner.” A party’s failure to address why the additional evidence was not admitted to the appeals examiner at the time of the hearing can bar the admittance of the evidence at the Commission level. Slaven v. Road to Recovery, 143 Idaho 483, 485, 148 P.3d 1229, 1231 (2006).

The record does not establish that the interests of justice require a new hearing to admit the additional evidence. Claimant had ample opportunity to present the evidence prior to this level of review. An informational document which accompanied the Notice of Telephone Hearing instructed the parties about the necessity of submitting all their evidence at the hearing

and warned that the hearing may be the only chance to present witnesses and give evidence to support their respective position. She participated in the Appeals Examiner's hearing and had every opportunity to present evidence at that time. However, despite receiving the aforementioned information about presenting evidence, Claimant did not submit the additional evidence to the Appeals Examiner.

Additionally, Claimant could have requested that the Appeals Examiner reopen the hearing to admit the additional evidence. This procedure provides a means for admitting additional evidence that was not available for the original hearing. Information about this process was supplied to the parties with the Notice. However, there is nothing in the record to suggest that Claimant made such a request.

The Commission takes the position that conducting a new hearing at this level of review is an extraordinary measure and is reserved for those cases when the interests of justice demand no less. No such circumstances exist here. Claimant's request for a new hearing to augment the record is DENIED. Pursuant to Idaho Code § 72-1368(7), the Commission will consider only the evidence in the record as established by the Appeals Examiner.

#### **FINDINGS OF FACT**

The Commission sets forth its own Findings of Fact as follows:

1. Claimant worked for Employer as a customer service representative from August 10, 2009 through August 26, 2014.
2. On December 23, 2013, Employer sent out a company-wide email regarding Employer's voluntary time off (VTO) policy. The e-mail notified employees that they should not contact the workforce management group (TCC/ICC) to request VTO.
3. Claimant continued to contact the TCC to request VTO.
4. Claimant was coached by Employer regarding the VTO policy on January 13, 2014, January 15, 2014, and January 21, 2014. Specifically, Employer

#### **DECISION AND ORDER - 3**

- coached Claimant that Claimant was not to contact TCC to request VTO and that VTO should be requested through a manager or Employer's ESP system.
5. Claimant was aware of the VTO policy, understood the VTO policy, and had demonstrated that she knew how to request VTO correctly per Employer's VTO policy.
  6. In early July 2014, Employer received an email from TCC that Claimant was continuing to contact them about VTO.
  7. On July 7, 2014, Employer gave Claimant a Final Warning advising her that VTO must be requested through the ESP system and that she should not be contacting TCC to request VTO. Claimant was advised that any further occurrence could result in her termination.
  8. On August 25, 2014, TCC told Employer that Claimant's conduct was continuing and that Claimant was continuing to contact TCC for VTO.
  9. On August 26, 2014 Employer discharged Claimant.
  10. In the first four of the five calendar quarters preceding the one in which Claimant applied for benefits, Employer paid Claimant more wages than any other Employer.

## **DISCUSSION**

### **Discharge**

Claimant worked for Employer as a customer service representative from August 10, 2009 through August 26, 2014, when Claimant was discharged. On December 23, 2013, Employer sent out a company-wide email regarding Employer's voluntary time off ("VTO") policy. The e-mail notified employees that they should not contact the workforce management group (Texas Control Center or "TCC") to request VTO. In spite of the directive, Claimant continued to contact TCC to request VTO. Claimant received several coachings from Employer regarding the VTO policy on January 13, 2014, January 15, 2014 and January 21, 2014. Specifically, Employer coached Claimant that Claimant was not to contact TCC to request VTO and that VTO should be requested through a manager or Employer's ESP system. Employer testified that Claimant was fully aware of the VTO policy, understood the VTO policy, and had

demonstrated that she knew how to request VTO correctly per Employer's VTO policy because she had made several requests correctly. (Audio Recording.)

In early July 2014, Employer received an email from TCC that Claimant was continuing to contact them about VTO. On July 7, 2014, Employer gave Claimant a Final Warning advising her that VTO must be requested through the ESP system, and that she should not be contacting TCC to request VTO. Claimant was advised that any further occurrence could result in her termination. On August 25, 2014, TCC told Employer that Claimant's conduct was continuing and that Claimant was continuing to contact TCC for VTO. On August 26, 2014 Employer discharged Claimant for her continued violation of Employer's VTO policy. (Audio Recording.)

Idaho Code § 72-1366(5) provides, in part, that a claimant is eligible for unemployment insurance benefits if that individual was discharged for reasons other than employment-related misconduct. The burden of proving misconduct by a preponderance of the evidence falls strictly on the employer. IDAPA 09.01.30.275.01 (2010); Appeals Examiner of Idaho Dept. of Labor v. J.R. Simplot Co., 131 Idaho 318, 320, 955 P.2d 1097, 1099 (1998). A "preponderance of the evidence" means that when weighing all of the evidence in the record, the evidence on which the finder of fact relies is more probably true than not. Edwards v. Independence Services, Inc., 140 Idaho 912, 915, 104 P.3d 954, 957 (2004). Benefits must be awarded to the claimant when the burden is not met. Mussman v. Kootenai County, 150 Idaho 68, 72, 244 P.3d 212, 216 (2010).

The Idaho Supreme Court has defined misconduct as a willful, intentional disregard of the employer's interest; a deliberate violation of the employer's rules; or a disregard of standards of behavior which the employer has a right to expect of its employees. Gunter v. Magic Valley Regional Medical Center, 143 Idaho 63, 137 P.3d 450 (2006). In addition, the Court requires the

Commission to consider all three grounds in determining whether misconduct exists. Smith v. Zero Defects, Inc., 132 Idaho 881, 884, 980 P.2d 545, 548 (1999).

Under the standards of behavior test, the employer must prove by a preponderance of the evidence that the claimant's conduct fell below the standard of behavior it expected and that the employer's expectation was objectively reasonable under the particular circumstances. Harris v. Electrical Wholesale, 141 Idaho 1, 105 P.3d 267 (2004). Further, the employer must communicate expectations and duties that do not naturally flow from the employment relationship. Pimley v. Best Values, Inc., 132 Idaho 432, 974 P.2d 78 (1999). Notably, there is no requirement that the employer must demonstrate that the employee's disregard of the employer's preferred standard of behavior was subjectively willful, intentional, or deliberate. Welch v. Cowles Publishing Co., 127 Idaho 361, 364, 900 P.2d 1372, 1375 (1995).

Employer discharged Claimant for failing to follow its policy regarding the requests for voluntary time off. Specifically, Employer discharged Claimant because she was repeatedly requesting VTO through TCC rather than through a manager or Employer's ESP system as Employer's policy required. (Audio Recording.) Claimant was aware of Employer's VTO policy, had received several coachings with respect to the policy, and had received a Final Warning for her continued failure to follow the policy. (Audio Recording; Exhibit: pp. 23-24.) Therefore, the record shows that Employer's expectation that Claimant follow its VTO policy was adequately communicated to Claimant. Employer's policy is also objectively reasonable. Employer needs to be able to streamline requests for time off.

On the final incident on August 25, 2014, Employer learned that Claimant was continuing to contact TCC for VTO in spite of repeated warnings not to do so. (Audio Recording.) Claimant was fully aware of Employer's policy regarding requests for VTO and

chose to disregard it. Employer has demonstrated that Claimant was discharged for misconduct in connection with employment. Claimant is not eligible for unemployment insurance benefits.

### **Chargeability**

Pursuant to Idaho Code § 72-1351(2)(a), an employer's experience rated account is chargeable for benefits paid to a claimant who is discharged for reasons other than misconduct connected with employment or quits with good cause connected with employment. In this case, Employer paid the most wages to Claimant during the last four base quarters. (Exhibit: p. 34.) Since Claimant was discharged for misconduct in connection with employment, Employer's account is not chargeable for experience rating purposes.

### **CONCLUSIONS OF LAW**

#### **I**

Employer discharged Claimant for misconduct in connection with employment.

#### **II**

Employer's account is not chargeable for experience rating purposes.


### **ORDER**

Based on the foregoing analysis, the Decision of the Appeals Examiner is **AFFIRMED**. Employer discharged Claimant for misconduct in connection with employment. Employer's account is not chargeable for experience rating purposes. This is a final order under Idaho Code § 72-1368(7).

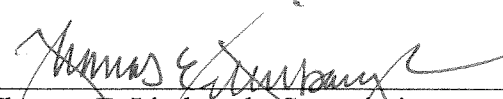


DATED this 25<sup>th</sup> day of February 2015.

INDUSTRIAL COMMISSION



R.D. Maynard, Chairman



Thomas E. Limbaugh, Commissioner



Thomas P. Baskin, Commissioner

ATTEST:

  
Assistant Commission Secretary



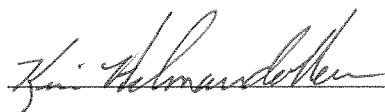
**CERTIFICATE OF SERVICE**

I hereby certify that on the 25<sup>th</sup> day of February 2015, a true and correct copy of Decision and Order was served by regular United States mail upon each of the following:

JESSICA E BARR  
7701 USTICK #126  
BOISE ID 83704

DEPUTY ATTORNEY GENERAL  
IDAHO DEPARTMENT OF LABOR  
**STATE HOUSE MAIL**  
317 W MAIN STREET  
BOISE ID 83735

kh



DECISION AND ORDER - 8

April 8<sup>th</sup>, 2015

Jessica Barr IDOL # 421000423-2015

7701 Ustick #126

Boise, ID 83704

208-570-1098

2015 APR -8 P 2:59  
RECEIVED  
INDUSTRIAL COMMISSION

I am appealing the decision made by the industrial commission to the Supreme Court. I appealed, as directed by the labor and industrial commission, to appeal through the industrial commission. However, my evidence was not taken into consideration due to the appeal being done through the wrong department though I was directed step by step by both the labor department and industrial commission.

*Jessica Barr*

Jessica Barr

Docket Number 421000A23-2016

I am including these emails as additional information in my appeals case and to show contradictory information to previous statements made by Tiffany Endicott. I did not discover these emails until after the hearing. Upon which time it was stated by Tiffany Endicott that she had coached me on January 13<sup>th</sup>, 15<sup>th</sup>, and 21<sup>st</sup> so 3 instances in 7 days supposedly, and yet at this time not put on a final warning even though I was supposedly laughing and saying the rules did not apply to me. These emails show Tiffany Endicott and I discussing calling TCC AFTER the dates in which she says she told me not to. These emails show that not only was she aware I was calling TCC to request VTO she was also helpful and had no issues with me calling. Also it was stated in the previous hearing that when I was supposedly coached not to call TCC that I laughed and said the rules don't apply to me. But I want to state for the record in a meeting in January not only was I asked by Tiffany to start coaching again but that she thought it would be a good idea for me to also apply for the Talent Acceleration Program (TAP) which she also had me send my resume to her which is another email that is included in this additional information, this directly contradicts previous statements regarding my attitude and what is described as insubordination. I would not be allowed to be coaching peers and apply for a higher position in which it was recommended by Tiffany who at the time was my unit manager, if my attitude was truly as described previously. Such additional information showing coaching notes and emails could be provided by CITI emails however when I talked to human resources they said they could not answer any questions regarding if they did or did not still store my company email account. Also would like to point out a correction in the previous examiners findings. Finding number 8 states "On August 25, 2014, the employer was contacted by TCC and advised that the claimant's conduct was continuing." This information was not stated by any member of Citi. As stated in the hearing they say they were contacted one time from TCC which is included in finding 6 however actual documentation of the email is not submitted nor have I ever seen it. It was mentioned by Isaac Downey that they received only one supposed email regarding me directly from TCC in July, not again in August. I was terminated on August 25<sup>th</sup> but there is no mention of another email being sent in the hearing or in documentation from the hearing.

2015 APR -8 P 3:02  
RECEIVED  
INDUSTRIAL COMMISSION

Jessica Barr  
12.4.14

209-570-1098

2014 DEC -11 P 4:23  
RECEIVED  
INDUSTRIAL COMMISSION

**Re: RE: RE:**

From: **jessica barr** (barr.jessica@live.com)  
Sent: Thu 2/06/14 6:44 PM  
To: Endicott, Tiffany M (tiffany.m.endicott@citi.com)

Ok thanks.. I know it was around 130 ish when I talked to him. I know it wasn't Mario so I think it was like Julian or something like that.

Sent from my iPhone

> On Feb 6, 2014, at 6:38 PM, "Endicott, Tiffany M " <tiffany.m.endicott@citi.com> wrote:

>  
> No worries. I put in planned time. I can't do the VTO cause we've been in queue all day in sales and they haven't given any VTO.

>  
> -----Original Message-----  
> From: jessica barr [mailto:barr.jessica@live.com]  
> Sent: Thursday, February 06, 2014 6:13 PM  
> To: Endicott, Tiffany M [GCG-NAOT]  
> Subject: Re: RE:

>  
> Are you serious! It was a guy I can't remember which one it was tho  
>  
> Sent from my iPhone

>> On Feb 6, 2014, at 2:48 PM, "Endicott, Tiffany M " <tiffany.m.endicott@citi.com> wrote:

>>  
>> Hey Jess. The VTO isn't in your schedule. Do you remember who in TCC you talked to?  
>>  
>> Thanks,  
>>  
>> Tiffany

>> -----Original Message-----  
>> From: jessica barr [mailto:barr.jessica@live.com]  
>> Sent: Thursday, February 06, 2014 1:50 PM  
>> To: Endicott, Tiffany M [GCG-NAOT]

RECEIVED  
INDUSTRIAL COMMISSION  
2015 APR 28 P 2:59

RECEIVED  
INDUSTRIAL COMMISSION  
2014 DEC -11 P 10:23

[Print](#)[Close](#)

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**RE: RE:**

---

From: **Endicott, Tiffany M** (tiffany.m.endicott@citi.com)  
Sent: Tue 2/11/14 4:46 PM  
To: 'jessica barr' (barr.jessica@live.com)

You now have all day VTO :) Hope you feel better.

Tiffany

-----Original Message-----

From: jessica barr [mailto:barr.jessica@live.com]  
Sent: Tuesday, February 11, 2014 2:49 PM  
To: Endicott, Tiffany M [GCG-NAOT]  
Subject: Re: RE:

Thank you so much

Sent from my iPhone

> On Feb 11, 2014, at 2:48 PM, "Endicott, Tiffany M " <tiffany.m.endicott@citi.com> wrote:  
>  
> They are out on VTO until 6:30pm our time. I have coded you VTO until 6:30pm. I'll continue  
to monitor service levels. If they do not do any more VTO then the other two hours will need  
to be unplanned time.  
>  
> Thanks,  
>  
> Tiffany  
>  
>  
> -----Original Message-----  
> From: jessica barr [mailto:barr.jessica@live.com]  
> Sent: Tuesday, February 11, 2014 1:25 PM  
> To: Endicott, Tiffany M [GCG-NAOT]  
> Subject:  
>  
> Hey tiff I'm having some difficulties and I don't want to have to use unplanned TCc said

>> Subject:

>>

>>

>> Hey no worries checking on that cause when I called tcc to see if the planned time was in there TCc gave me all day vto :) see ya Sunday or Monday :)

>>

>> Sent from my iPhone

011-03-2-11-100  
011-03-2-11-100

were out till 7 and that they would give me vto but I needed to reach out to a manager so I was wondering if there's anyway you can help me so I don't have to use up my unplanned. If u can please call me or email me back to let me know

>

> Sent from my iPhone

[Print](#)[Close](#)

---

**Re: RE:**

---

From: **jessica barr** (barr.jessica@live.com)  
Sent: Wed 2/26/14 6:29 PM  
To: Endicott, Tiffany M (tiffany.m.endicott@citi.com)

Ugh well hopefully it goes through tonight like last time.. I wasn't paying attention since they been giving it to me a lot lately

Sent from my iPhone

- > On Feb 26, 2014, at 4:59 PM, "Endicott, Tiffany M " <tiffany.m.endicott@citi.com> wrote:
  - >
  - > It's showing UNSU right now. No VTO or planned time. Who did you talk to in TCC?
  - >
  - >
  - >
  - > -----Original Message-----
  - > From: jessica barr [mailto:barr.jessica@live.com]
  - > Sent: Wednesday, February 26, 2014 2:09 PM
  - > To: Endicott, Tiffany M [GCG-NAOT]
  - > Subject:
  - >
  - >
  - > So they said I had vto all day but I always check to make sure since last time especially and it's not showing yet... Can you check to make sure it goes in? I had a planned day requested for today too but that didn't get approved I don't think.
  - > Sent from my iPhone



[Print](#)[Close](#)

---

**(No Subject)**

---

From: **jessica barr** (barr.jessica@live.com)

Sent: Wed 3/05/14 1:54 PM

To: tiffany.m.endicott@citi.com (tiffany.m.endicott@citi.com)

2014 DEC -4 P 4: 23

RECEIVED  
INDUSTRIAL COMMISSION

Hey tiff I was checking to see if I got today off planned but apparently the system is down I called and talked to Paula I'm pretty sure is who it was. And she offered me vto and I didn't even directly ask for it lol... But I can't check it cause the system is down so can you double check let me know if it's there or not so I can come if it's not :)

Sent from my iPhone

[Print](#)[Close](#)

---

**(No Subject)**

---

From: **jessica barr** (barr.jessica@live.com)

Sent: Wed 3/05/14 1:58 PM

To: tiffany.m.endicott@citi.com (tiffany.m.endicott@citi.com)

The app still workin and it shows never mind :)

Sent from my iPhone

Print

Close

---

## **jessica BARR.docx**

---

From: **jessica barr** (barr.jessica@live.com)  
Sent: Thu 3/27/14 2:32 PM  
To: Tiffany M Endicott (tiffany.m.endicott@citi.com)  
1 attachment  
jessica BARR.docx (27.0 KB) ,

Sent from my iPhone

# JESSICA BARR

7701 Ustick Rd. #126 Boise, ID 83704 | barr.jessica@live.com

DEC 2014 576-1098 23  
RECEIVED  
INDUSTRIAL COMMISSION

**OBJECTIVE** | To further my career within Citi.

**SKILLS & ABILITIES** | Ability to communicate and  
Customer service professional  
excel and other programs

very competitive nature.  
puter skills relating to office,

**EXPERIENCE** | **CREW MEMBER, PIZZA**  
2008-2009

Resume  
in Email  
Added 3/27/14  
for TAP

Accomplished daily operations with a high level of performance. Awarded MVP twice in the short amount of time employed.

**COLLECTIONS REP, CITI BANK NA**  
2009-2010

Collected past due payments, set up payment plans and recurring payments. Maintained competitive monthly goals.

**SALES/SERVICE REP, CITI BANK NA**  
2010-PRESENT

Exceed sales goals and other metric goals consistently while maintaining a high level of customer satisfaction. Applied and/or completed opportunities that include but do not limit; sales and AHT Coach, TSP, Team assistant(T/A), Created sales scripts as well as helping and guiding other agents on their journey to become fellow peer coaches while still maintaining my own goals. Awards include multiple top star awards, top in the division for sales products and other sales related awards, top employee satisfaction surveys and quality excellence.

**EDUCATION** | **BOISE STATE UNIVERSITY, BOISE ID**  
General Education Diploma.

**COLLEGE OF WESTERN IDAHO, NAMPA ID**  
COMMUNICATIONS

Currently still seeking this degree.

**COMMUNICATION AND LEADERSHIP**

I am currently seeking a communications degree to help further my communication skills. I have attended meet and greets on behalf of my manger to welcome new hires to the team. Also I have had the opportunity while being the TSP to lead a training to a group of 15 or more trainees while the trainer attended a meeting. Sales and AHT coach peers using techniques such as curbstone coaching as well as my own styles depending on the specific personal need. Agents who have received coaching, sometimes even by personal request, then have shown immediate improvements. Help other agents and teammates daily by answering system and procedure questions as well as providing tips and coaching to help better their results. Also have written my own sales offer scripts that differ from the provided offer descriptions that still maintained compliance but allowed other sales agents to obtain higher results.

REFERENCES | ANGELA GREEN, SOUPERVISER  
PIZZA HUT  
208-403-8889

[Print](#)[Close](#)**RE:**

---

From: **Endicott, Tiffany M** (tiffany.m.endicott@citi.com)  
Sent: Tue 4/30/13 2:02 PM  
To: 'jessica barr' (barr.jessica@live.com)

Thanks Jess.

My thoughts are with you. I know you are slow today so VTO should be okay. We'll just take it one day at a time. If you need anything.

Thanks,

Tiffany

Previous  
Emails  
before Jan. 2014  
also about VTO.

-----Original Message-----

From: jessica barr [mailto:barr.jessica@live.com]  
Sent: Monday, April 29, 2013 11:33 PM  
To: Endicott, Tiffany M [GCG-NAOT]  
Subject:

I'm not worried about getting bereavement I could care less it's something that is so important to me and and my cousin has a baby with his sister I've known him since before I can remember my dad was in 7th grade with his dad I lived at his house for years he is my family weather it counts or not.. And I did call and get vto all day Sunday and I put unplanned time today because I almost forgot to call in time and wasn't able to speak on the phone they wouldn't have understood me.. I didn't realize it was busy I heard it's been slow but that's ok I have a lil unplanned and whatever we need to do to work it out.

Sent from my iPhone

[Print](#)[Close](#)

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**RE:**

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From: **jessica barr** (barr.jessica@live.com)  
Sent: Thu 10/24/13 2:43 PM  
To: Endicott, Tiffany M (tiffany.m.endicott@citi.com)

Hey tiff they gave me vto only till 430 I thought it was all day.. I was wondering if it's slow if I can get it extended that way I don't have to dive in and get it right after... If it's possible let me know thank you.

---

**RE:**

---

From: **jessica barr** (barr.jessica@live.com)  
Sent: Wed 10/30/13 2:18 PM  
To: Endicott, Tiffany M (tiffany.m.endicott@citi.com)

Hey tiff I'm still not feeling good they gave me vto but only till 430 so far hoping they give more but I was wondering if I can't get vto if I can make it up or something cause it's only like 3 hours.



BEFORE THE SUPREME COURT OF THE STATE OF IDAHO

JESSICA E. BARR

SSN [REDACTED]

Claimant,

v.

CITICORP CREDIT SERVICE, INC. USA,

Employer,

and

IDAHO DEPARTMENT OF LABOR.

Supreme Court No. 43122

SUPREME COURT NO.

CERTIFICATE OF APPEAL  
OF JESSICA E. BARR

Appeal From: Industrial Commission Chairman R.D. Maynard presiding.

Case Number: IDOL # 421000423-2015

Order Appealed from: DECISION AND ORDER ENTERED FEBRUARY 25, 2015

Representative/Claimant: JESSICA E BARR  
7701 USTICK #126  
BOISE ID 83704

Representative/Employer: CITICORP CREDIT SERVICE INC USA  
C/O TALX  
PO BOX 173860  
DENVER CO 83217-3860

Representative/IDOL: TRACEY K ROLFSEN  
IDAHO DEPARTMENT OF LABOR  
317 W MAIN ST  
BOISE ID 83735

Appealed By: JESSICA E. BARR,  
Claimant / Appellant


Appealed Against: CITICORP CREDIT SERVICE INC USA,  
Employer / Respondent

RECEIVED  
IDAHO SUPREME COURT  
COURT OF APPEALS  
2015 APR 13 12:19:43

CERTIFICATE OF APPEAL OF JESSICA E. BARR - 1

FILED - ORIGINAL  
APR 13 2015  
Supreme Court of Appeals  
Entered on KIS by [Signature]

Notice of Appeal Filed: April 8, 2015  
Appellate Fee Paid: Claimant's check for \$94.00 attached.  
Name of Reporter: M DEAN WILLIS  
PO BOX 1241  
EAGLE ID 83616  
Transcript: Transcript has been ordered.  
Dated: April 10, 2015

  
\_\_\_\_\_  
Kim Helmandollar  
Assistant Commission Secretary

**CERTIFICATE OF APPEAL OF JESSICA E. BARR - 2**

**BEFORE THE SUPREME COURT OF THE STATE OF IDAHO**

JESSICA E. BARR,

Claimant/Appellant,

v.

CITICORP CREDIT SERVICE, INC. USA,

Employer/Respondent,

and

IDAHO DEPARTMENT OF LABOR,

Respondent.

**SUPREME COURT NO. 43122**

**AMENDED  
CERTIFICATE OF APPEAL  
OF JESSICA E. BARR**

---

Appeal From: Industrial Commission Chairman R.D. Maynard presiding.

Case Number: IDOL # 421000423-2015

Order Appealed from: DECISION AND ORDER ENTERED FEBRUARY 25, 2015

Representative/Claimant: JESSICA E BARR  
7701 USTICK #126  
BOISE ID 83704

Representative/Employer: CITICORP CREDIT SERVICE INC USA  
C/O TALX  
PO BOX 173860  
DENVER CO 83217-3860

Representative/IDOL: TRACEY K ROLFSEN  
IDAHO DEPARTMENT OF LABOR  
317 W MAIN ST  
BOISE ID 83735

Appealed By: JESSICA E. BARR,  
Claimant / Appellant

**AMENDED CERTIFICATE OF APPEAL OF JESSICA E. BARR - 1**

Appealed Against: CITICORP CREDIT SERVICE INC USA,  
Employer / Respondent

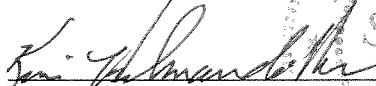
Notice of Appeal Filed: April 8, 2015


Appellate Fee Paid: Sent April 10, 2015.

Name of Reporter: M DEAN WILLIS  
PO BOX 1241  
EAGLE ID 83616

Transcript: Transcript will be submitted with Agency Record.

Dated: June 18, 2015

  
Kim Helmandollar  
Assistant Commission Secretary

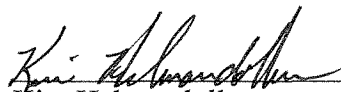


AMENDED CERTIFICATE OF APPEAL OF JESSICA E. BARR - 2

**CERTIFICATION**

I, Kim Helmandollar, the undersigned Assistant Commission Secretary of the Industrial Commission of the State of Idaho, hereby CERTIFY that the foregoing is a true and correct photocopy of the Notice of Appeal filed April 8, 2015; Decision and Order filed February 25, 2015; and the whole thereof, Docket Number 421000423-2015 for Jessica E. Barr.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of said Commission this 10<sup>th</sup> day of April, 2015.

  
\_\_\_\_\_  
Kim Helmandollar  
Assistant Commission Secretary


**CERTIFICATION – JESSICA E. BARR**

**CERTIFICATION OF RECORD**

I, Kim Helmandollar, the undersigned Assistant Commission Secretary of the Industrial Commission, do hereby certify that the foregoing record contains true and correct copies of all pleadings, documents, and papers designated to be included in the Agency's Record on appeal by Rule 28(3) of the Idaho Appellate Rules and by the Notice of Appeal, pursuant to the provisions of Rule 28(b).

I further certify that all exhibits admitted in this proceeding are correctly listed in the List of Exhibits (i). Said exhibits will be lodged with the Supreme Court after the Record is settled.

DATED this 15<sup>th</sup> day of June, 2015.

  
\_\_\_\_\_  
Kim Helmandollar  
Assistant Commission Secretary



**CERTIFICATION OF RECORD – JESSICA E. BARR**

BEFORE THE SUPREME COURT OF THE STATE OF IDAHO

JESSICA E. BARR,

Claimant/Appellant,

v.

CITICORP CREDIT SERVICE, INC. USA,

Employer/Respondent,

and

IDAHO DEPARTMENT OF LABOR,

Respondent.

SUPREME COURT NO. 43122

NOTICE OF COMPLETION

**TO:** Stephen W. Kenyon, Clerk of the Courts; and  
Jessica E. Barr, Claimant/Appellant; and  
Citicorp Credit Service, Inc. USA, Employer/Respondent; and  
Tracey K. Rolfsen, Esq., for Idaho Department of Labor/Respondent.

YOU ARE HEREBY NOTIFIED that the Agency's Record was completed on this date, and, pursuant to Rule 24(a) and Rule 27(a), Idaho Appellate Rules, copies of the same have been served by regular U.S. mail upon each of the following:

**Address For Claimant/Appellant**

JESSICA E BARR  
7701 USTICK #126  
BOISE ID 83704

**Address For Employers/Respondents**

CITICORP CREDIT SERVICE INC USA  
C/O TALX  
PO BOX 173860  
DENVER CO 83217-3860

NOTICE OF COMPLETION – JESSICA E. BARR - 1

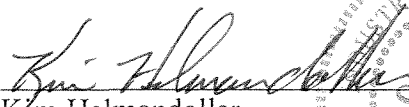
**Address For Respondent**

TRACEY K ROLFSEN  
DEPUTY ATTORNEY GENERAL  
317 W MAIN STREET  
BOISE ID 83735

You are further notified that, pursuant to Rule 29(a), Idaho Appellate Rules, all parties have *twenty-eight days* from this date in which to file objections to the Record, including requests for corrections, additions or deletions. In the event no objections to the Agency's Record are filed *within the twenty-eight day period*, the Transcript and Record shall be deemed settled.

DATED at Boise, Idaho this 15<sup>th</sup> day of June, 2015.

INDUSTRIAL COMMISSION

  
Kim Helmandollar  
Assistant Commission Secretary

