

SALT LAKE COUNTY
Board Member Nomination/Application

Board: Community & Support Services Advisory Council (CSSAC) Date: 10/10/2018

Nominated By (if applicable): n/a

Nominee's Name Matt Klein

Home Address: [REDACTED] City, State, Zip [REDACTED]

Work Address: n/a

Home Phone: [REDACTED] Work Phone: _____ E-Mail: [REDACTED]

Would applicant prefer work or home phone/address used as mailing address? home

Salt Lake County Council District #: _____

(To find the district you live in go to <http://vote.utah.gov/elected-officials/>, enter your address and zip code, then click on **Find**. The results will produce a map with a **red diamond** at your home location. Click on the diamond and wait for a text box to appear containing your elected officials. Scroll down until you see the **fourth** County Council representative (not "At-Large") and list that name above.)

I prefer that my personal contact information remain private and protected n/a

Unique qualifications and/or perspectives you would bring to a Board or Commission:

Board Coordinator Staff Section

Salt Lake County does not discriminate on the basis of race, color, national origin, sex, sexual orientation, age, religion, marital status, or disability.

Is this a (check one): reappointment fill vacant seat new seat added to board

If filling a vacant seat, why? Term expired (expiration date: _____) Member Resigned

Other n/a

Name of board member being replaced: n/a

This is a 2 year term. Term will begin October 1st of 2018 and end September 30th of 2020

Comments: Initially served a partial term which was vacated early or created in 2017. Eligible for two additional full terms.

MATT KLEIN

Community and Support Service Advisory Council

MASTER OF THE ART OF ENGAGING PEOPLE AND HELPING THEM KNOW THEY ARE IMPORTANT

“A man of integrity who has the ability to work with people from all walks of life with kindness and fairness”

“A true professional” | “He knows everyone. If you need a referral, just ask Matt”

“He knows where he stands and he knows when to compromise...with the best interests of both parties at heart”

“We are always surprised that he never says no and always does the hard work”

“He’s not afraid to get his hands dirty. Not only to get the job done right,
but to show you how much he cares about your relationship.”

CAREER TIMELINE

BUSINESS LEADERSHIP | ACCOUNT MANAGEMENT | OPERATIONS CAREER HISTORY

Director of Partnerships, Accent Interiors (acquired Klein’s Custom Countertops), Salt Lake City, UT, 1 year

CEO | COO | Account Administration, Klein’s Custom Countertops, Salt Lake City, UT, 17 years

President, Pi Kappa Alpha - Alpha Tau Alumni Association, Salt Lake City, UT, 7 years

SAVVY RELATIONSHIP STRATEGY | ATTENTION TO INDIVIDUALS

130% REVENUE GROWTH OVER 10 YEARS

Revamped Internal Operations, Mentoring Loyal Team to Succeed through Emotionally Charged Transition

- ⇒ To modernize product offering, retooled 20K manufacturing space, authorizing \$3M in new capital equipment.
- ⇒ Process engineered new manufacturing workflow that efficiently produced new stone countertop products.
- ⇒ Refreshed lagging profitability and overall revenue with deep data analysis of operations metrics.
- ⇒ Researched best practices and introduced first human resources documentation, including employee handbook and safety program, plus formalized all benefits (PTO, parental leave, profit sharing, and more). Established first OSHA-compliant safety program.
- ⇒ Redefined Market Strategy for two companies.

Maximized Customer Relationship Management Strategy to Grow Sales

- ⇒ Increased sales per account representative 20% YOY. Designed industry-topping formal sales program; benchmarked strategies, meeting with and learning from leaders in industry, then retraining complete sales team to new standard.
- ⇒ Earned Highest Rating of Customer Service honor from Home Depot and Lowes for 10 consecutive years, nationally, for carefully crafted and executed customer service program through strategic thinking initiatives.
- ⇒ Diversified client base, maximizing exposure for contract sales and long-term relationships, adding to already powerful retail / wholesale customer mix. With deep research, determined highest-margin customers and devised specific marketing and networking plan to acquire high-priority clients.
- ⇒ With personal brand of community engagement, the ability to lead, customer prospecting, and relationship management brought in 30+ potential new profitable accounts with pipeline valued at \$1M+.
- ⇒ Brokered sale of Klein’s Custom Countertops to Accent Interiors in 2016, within 6 months of inquiry; enabled retirement of senior business officers. Sale included land holding and business; retention of existing employees for up to 2 years at current or increased rates of pay; sale price above perceived value.

Personally Engaged with Community, Formalizing Strategy via Branded Public Relations and Visibility Programs

- ⇒ Earned invitations to several boards of directors in community businesses by being present, engaged, and 100% giving to organizations needing strategic advisors. Businesses served in voluntary capacity included The Inn Between (nation’s first hospice for homeless), Department of Workforce Services, National Kitchen and Bath Association, Association for Interior Designers, and Executive Board of Salt Lake Home Builders (as Associate Vice President).
- ⇒ Founded Design Build Alliance in 2016—all-volunteer organization with 150+ design, architectural, construction, and supply firms and industry leaders, which fostered industry communication and networking.
- ⇒ In wake of merger with Accent Interiors, re-engaged with existing stakeholders under new brand, turning around corporate image and connecting personally with potential clients.

Negotiated New Supplier and Customer Relations Strategies in Support of Fresh Product Offering

- ⇒ Won multiple marketing awards from national partners (2007–2013), including Marketing Fabricator of the Year in North America and internationally.
- ⇒ Demonstrated 13-point jump in gross profit margin with refreshed approach to contemporary customers.
- ⇒ In <5 months, completely overhauled products, including production, sales, marketing, branding and operations strategies, capitalizing on relationships with both internal and external stakeholders to ensure success of well-conceived business plan.
- ⇒ Led collaborative effort with industry players to strategize and implement a new 3K sqft showroom that fostered new retail image and provided space for highly visible and branded networking and sales industry events.
- ⇒ Negotiated new contracts with new suppliers, bringing them along into fresh approach to marketplace with exceptional relationship management that supported long-term and net-positive associations.

Created Marketing Strategy to Support Foundational Relationship Strategy

- ⇒ Unified marketing into cohesive ongoing campaign, boosting revenue year after year.
- ⇒ Established newly designed website, with top-flight SEO and PPC campaigns supporting its visibility.
- ⇒ Designed and manufactured trade show booths in concert with trade show action plan and campaigns.
- ⇒ Promoted business on radio and print; hired external public relations firm to maximize brand among community.

PROFESSIONAL EXPERIENCE

Director of Partnerships / Engagement Manager, Accent Interiors, Salt Lake City, UT, 9/2016 to 08/2017. In this multifaceted customer-facing, account relationship, and customer engagement executive role, promoted business B2B and B2C, upgraded all aspects of business apart from CFO-level financial strategy. Helped stakeholders understand value of collaborating with and purchasing from newly acquired business. Sought and maximized business development and partnerships with other vendors while creating profitable, results oriented client relationships. Reframed customer experience management to include shop-within-a-shop concept for exclusive clientele, ensuring single point of contact for higher-ticket customers. Trained sales team, consistently upgrading skills, knowledge, and relationship strategies. As operations leader, also improved workflow, manufacture quality, and human resources strategy.

CEO | COO | Account Administration, Klein's Custom Countertops, Salt Lake City, UT, 1994–Purchase by Accent Interiors, 2016. As visionary, passionate leader, transformed business from local shop to formidable industry player. Devised, instituted, and/or improved all business, sales, and operations processes through creative problem solving. Oversaw all facets of production, employee management, contracts, contract accounts, coaching and scheduling. Redirected company from focusing solely on new construction and home centers to including remodeling and retail sales. Was chosen as 1 of 27 nationwide to introduce Silestone to marketplace. Initiated marketing plan that resulted in \$3M+ in profitable new sales over 2 years. Transitioned company from \$2M–\$5M new construction sales by redefining market and customer base.

President, Pi Kappa Alpha, Alpha Tau Alumni Association, Salt Lake City, UT, 8/2009–9/2016. Engaged alumni base for support and donations, creating inclusive communications strategy that connected with membership. Maintained strong campus presence and led support of major community, academic, and athletic volunteerism. Oversaw hosting of 100-year anniversary of chapter within University of Utah; formed core team of 7 prominent alumni to sponsor largest alumni gathering (1940 to current) of single international fraternity chapter. Resulting ongoing chapter recognitions included Best House Award, 3 consecutive Best Chapter Awards, Most Improved Chapter, and promotion of 3 chapter presidents to national roles.

INDUSTRY LEADERSHIP AND VOLUNTEERISM

Lifetime (5 Star) Board Member, Salt Lake Home Builders Association, 01/2010–Present.

Founder and Chair, Design Build Alliance, 10/2016–Present.

Board Member, The Inn Between, Salt Lake City, UT, 9/2016–Present.

Advisory Board Member, Utah Department of Workforce Services, 09/2011–Present.

Board Member, LIV Design Collective, 04/2017–Present.

Board Member, State of Utah Home Builders Association, 01/2017–Present.

Member, Energy and Green Codes Standards Subcommittee, NAHB, 01/2017–Present.

Executive Vice President, Salt Lake Home Builders Association, 01/2016–Present.

Volunteer, The Road Home, Salt Lake City, UT, 09/016–Present

PROFESSIONAL DEVELOPMENT

Bachelor of Science, Political Science, University of Utah, Salt Lake City, UT.

Committed to The Success of Others



Board Appointment Approval

On the 30th day of October 2018 the Salt Lake County Council consents to the reappointment of Mr. Matt Klein as a member of the *Community and Support Services Advisory Council*.

Mr. Klein already served a partial term. His first full, two-year term will last from October 1, 2018 through September 30, 2020.

Ben McAdams

Salt Lake County Mayor

Erin Litvack

Deputy Mayor, County Services

Rick Graham

Deputy Mayor, Operations

Karen Hale

Deputy Mayor, Community
& External Affairs

Darrin Casper

Deputy Mayor, Finance
& Administration

Salt Lake County Council

Aimee Winder Newton
Chair, Salt Lake County Council

Attest:

Sherrie Swensen, County Clerk

Please instruct the Council Clerk to return this form to Anna Vukin-Chow in the Mayor's Office, N2- 100 to process this appointment.