

ROBERT J. THOMPSON, MBA

PROFESSIONAL EXPERIENCE

AE Engineering Inc

Municipal Client Service Manager

Professional Overview

As the Municipal Client Service Manager, I am responsible for maintaining professional relationships with clients to support company revenue and outreach.

Summary of Skills and Responsibilities

- Create and maintain a client communication platform
- Assist with closing out completed project with final documentations
- Prepare task orders in addition to the scope of work needed.
- Detail-oriented for understanding complex systems and the ability to pay attention to details, as a minor error can result in major problems.
- Work with county engineer, building inspector and public works director on specific projects.
- Assist with grant development and management
- Inspect projects for completion in conjunction with project manager.
- Responsible to meet immediate goals and milestones.
- Enlist support from the marketing team to reach new clients.
- Present detailed information to municipal leadership in county meeting environments
- Analytical skilled for evaluating information carefully and solving complex problems.
- Coordinating work with other managers and staff.

City of DeFuniak Springs

City Manager

Professional Overview

As the City Manager, I served as the Chief Administrative Officer for the City and am responsible to the City Council for the proper administration and management of affairs placed under the City Manager's authority. I lead the overall day-to-day operations and long-term management of the City and follow policies set by a five-member city council and elected Mayor.

Summary of Skills and Responsibilities

- Oversee and manage all governmental and proprietary functions of the City and all departments, except Office of the City Marshal.
- Attend all City Council meetings, either in person or by a duly qualified and designated representative, with a voice but not a vote in the proceedings.
- Prepare and submit the annual budget and five-year capital improvement program (CIP) to the City Council, implement the final budget approved by the City Council to achieve the goals of the City.
- Communicate with City Council to make efficient, effective decisions by providing timely, complete, relevant, accurate, objective information with likely short- and long-term consequences.
- Respond to citizen's inquiries, complaints and service requests performed by the City.
- Oversee the implementation of the City's strategic plan, goals, and objectives to meet the operations, needs of the City.
- Oversee the development of policies and procedures for the municipal organization.
- Serve as lead member of City's negotiation team for union contracts and the resolution of collective bargaining and other employment and contractual related issues. Represent the City in matters of

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- grievance and arbitration. Ensure contracts are fiscally responsible.
- Provide constructive and timely performance evaluations and work with staff to correct deficiencies; implement performance improvement plan(s) when necessary.
- Authorize salary increases/decreases in accordance with applicable policies.
- Submit a summary financial report to the City Council at least once a month
- Establish a clear and unmistakable vision that guides the City toward improving all managerial aspects of government. • Thorough understanding and comprehension of the City Charter, ordinances, regulations, contracts, personnel policies, labor law contracts, budgets, and applicable reports.
- Thorough understanding and comprehension of essential functions and operations of the City; administration, human resources, grants, public safety, finance, public works (including utilities, operations, and maintenance), and airport.
- Thorough understanding and comprehension of Florida Sunshine Law, Florida Public Records Law, and Robert's Rules of Order, and other regulations governing the conduct of public meetings.
- Communicate effectively verbally and in writing with the public, employees, department heads, other governmental agency representatives, and City officials.
- Adaptability to meet multiple competing deadlines and possess strong organizational skills, including attention to detail.
- Establish and maintain effective and constructive working relationships with elected officials, department directors, subordinates, community and civic organizations, the general public, and the media.
- Plan, integrate and direct a broad range of complex municipal services and programs.
- Perform complex analyses and research, evaluate alternatives, and develop sound conclusions and recommendations.

Dona Ana County Government **Assistant County Manager (Administration)**

Professional Overview

As the Assistant County Manager (Administration), I am responsible for directing and coordinating the internal operational and support aspects of the County government to promote an effective, responsive, and value-based organizational culture.

Summary of Skills and Responsibilities

- Supervises department heads, (Health and Human Services, Finance, Audit, Information Technology (IT), Human Resources, Animal Control and Codes and Media and Communication), plans overall work objectives; establishes department goals and objectives; coordinates diverse work activities and programs; budgets and allocates resources; measures performance against goals and objectives.
- Provide leadership and direction to County Staff; prioritizes and assigns task and projects.
- Assists in the development and implementation of County goals, objectives, policies, and priorities.
- Assists with implementing and maintain the Strategic Plan.
- Plans, directs and coordinates the work plan, assign projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with management staff to identify and resolve problems.
- Worked with County elected officials (i.e. Assessor, Clerk, Sheriff, Treasurer) to assist with any issues and/or concerns regarding any County employees and services.
- Assisted in the establishing appropriate service and staffing levels, within the County policy.
- Assesses and monitors workload, administrative and support systems and internal reporting

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- relationship; identifies opportunities for improvement.
- Under the direction of the County Manager represents the County to outside agencies; coordinates County activities with those of other counties, cities and outside agencies and organizations, where necessary.
- Provides staff assistance to the County Commission; prepares and presents staff reports and other necessary correspondence.
- Negotiates contracts and agreements with representatives of other governmental agencies and business.
- Act in the capacity of the County Manager in their absence.

Shewa Amhara Development Corporation **Senior Vice President**

Professional Overview

As the Senior Vice President, I am responsible for establishing the company's compliance requirements to meet the IRS 501(c) (3) exempt designation. I network and foster relationships with external organizations, locally, nationally and internationally to procure funds to support the corporations mission.

Summary of Skills and Responsibilities

- Promote the corporations mission to provide;
 - Educational materials to primary and middle schools in the Amhara region of Ethiopia.
 - Provide public health information, supplies, and equipment in the areas of HIV/AIDS regions
- Represent the corporation by participating in events and activities
- Researches potential foundation and corporation funding sources
- Responsible for the Forecasting, Budgeting, Human Resources and Compliance
- Sponsor membership to Shewa Amhara Development Corporation
- Member of the Board of Directors
- Developed corporate compliance documents, bylaws, and articles of incorporation
- Solicits and cultivates donors: write direct mail solicitations
- Work with program staff and grant writers to submit letters of inquiry and grant proposals to local, national and international foundations and corporations.

District of Columbia Department of Employment Services **Compliance Officer - Office of Unemployment Compensation**

Professional Overview

In this role I had the duties and responsibilities of ensuring the Unemployment Compensation department is in compliance with Federal laws, State laws and District of Columbia Codes and Regulations. This task requires a vast knowledge of laws and regulations, policies and procedures in addition to having fostered relationships with legal entities both federally and locally.

Summary of Skills and Responsibilities

- Demonstrates working knowledge of local and federal Unemployment Insurance laws, procedures, and policies
- Demonstrates the ability to critically review and analyze policies and programs/services, and develop recommendations and standardized processes
- Supports the development, implementation, and effectiveness of department UI program objectives, policies and procedures.

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- Ensures compliance of overall department operations and confers with legal staff in areas such as collections, employer liability, and interpretation of law.
- Oversees, coordinates, and monitors assigned unit staff performing audits and fraud investigatory activities to ensure effective operations and compliance with UI policies and procedures
- Evaluates potential cases, determines investigative priorities, assesses investigative complexity and assigns cases for investigation
- Monitor and recommend any changes to Standard Operating Procedures (SOP) to Division Chiefs for each prospective unit with the design to optimize performance
- Oversees and monitors all unit activities, provides technical assistance and conducts on-the-job training sessions concerning investigative processes and objectives
- Interviews candidates for all supervisory and higher-graded non-supervisory positions within the Division, and personnel selections for those positions.
- Reviews serious disciplinary cases for problems involving key personnel and identifies and provides counseling regarding developmental and training needs of supervisory and non-supervisory staff

District of Columbia Department of Employment Services **Associate Director - Office of Unemployment Compensation**

Professional Overview

During my tenure as the Associate Director of the Office of Unemployment Compensation, I oversaw and administered the District of Columbia's unemployment compensation insurance program. I used extensive judgment and ingenuity to interpret laws, regulations and revised guidelines.

Summary of Skills and Responsibilities

- Developed and recommended legislation to improve the District of Columbia's Unemployment Compensation Act.
- Managed and balanced a \$31 million dollar operational budget.
- Managed, organized, and directed 105 union staff members and 15 subordinate supervisors.
- Demonstrated the ability to develop harmonious relationships with personnel in industry, unions, business and trade associations and other groups concerned with unemployment compensation taxes, benefits and appeals.
- Monitored day-to-day activities to ensure compliance with USDOL requirements
- Ensured activities and responsibilities were integrated and aligned with delivery systems operational and organizational objectives.
- Responsible for hiring, promotions, performance evaluations and disciplinary actions.
- Prepared legislative responses to address performance hearings with District of Columbia Council member.
- Managed record retention staff and developed department retention schedule that met the District objective.
- Demonstrated the ability to develop and evaluate budget requests and projected future expenditures
- Contract Administrator for IT procurement projects and maintenance contracts (Excess of 10 million)
- Project lead for Unemployment Insurance modernization RFI ad RFP
- Developed training strategies for direct reports and their staff.
- Developed time management techniques for the department
- Prepare, monitor and evaluate KPI for the UI Department
- Created strategic plans for the department, including milestones, major goals/objectives, and monitored each milestone for success in achieving desired results. This included the creation of

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30/60/90 day sprints and measurable performance metrics that held each division, unit and individual accountable for the programs deliverables.

District of Columbia Office of Tax and Revenue **Deputy Chief - Assessment Service Division**

Professional Overview

This position required the monitoring of the day-to-day operations of the Assessment Service Division to ensure agency objective and goals were met. To accomplish this requirement, I formulated new policies, procedures, operational plans along with internal controls.

Summary of Skills and Responsibilities

- Represented the Real Property Tax Administration in the District of Columbia Superior Court.
- Responsible for researching cases and providing oral opinion. Participated in mediation cases, consulted with the Office of Attorney General and other attorneys regarding Tax Sale issues including but not limited to refunds, redemption, and cancellations. Interpreted relevant statutes, laws and court rules to resolve courts cases.
- Project manager responsible for planning and administering the District of Columbia's Annual Real Property Tax Sale; which included identifying delinquent properties, advertising, locating facilities, developing MOU's and procurement of auctioneers and security.
- Developed a training program for new union employees.
- Researched and developed best practices for the division objectives by analyzing other jurisdictions policies and procedures.
- Defined, developed, and implemented quality assurance practices and procedures, end user test plans, and other quality assurance assessments. Worked with technical leads and the program SME's to conduct testing in test mode prior to deployment in production.
- Managed and administered the daily activities for the Tax Sale Unit, Adjustment Unit, Homestead Unit, Operations Unit and Special Program Unit.
- Experienced with staff development and training. Prepared Individual Development Plans (IDP) and Individual Performance Plans (IPP) for unit managers and staff.
- Managed employees in the achievement of organizational goals which incorporated strategic planning and developing.

District of Columbia Office of Tax and Revenue **Operations Manager- Assessment Services Division**

Professional Overview

As the Operations Manager, I was responsible for re-engineering the billing and collection efforts the division. The accounts receivable and payable system was a legacy system that failed to capture and report accurate data.

Summary of Skills and Responsibilities

- Identified systematic problems and specific issues within the Assessment Services Division which hinder efficient and effective operations.
- Reconciled accounting data and developed a measureable tracking program to account for misclassified revenue.
- Implemented and administered reporting systems which tracked work assignments and critical projects.

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- Coordinated efforts and assignments between units which yielded measureable results.
- Directed the day-to-day management and job performances of the liaison staff and administrative staff of the division.
- Prepared or reviewed correspondences, standards, procedures, position descriptions to ensure standardization, conciseness, and that information prepared or reviewed was in accordance with District and agency policy and office procedures.
- Recommended staff for promotions and step increases; mediated union staff complaints and proposed disciplinary actions.

Education

Walden University

Doctorate in Public Policy and Public Administration
(In Progress- 77 credits completed)

University of Phoenix

Master of Business Administration

Bethune-Cookman University

Bachelor of Arts, Political Science

Military

United States Air Force
Honorable Discharge

Affiliations

Florida City and County Management Association (FCCMA)
National Association of State Workforce Agencies (NASWA)
International City/County Management Association (ICMA)
Americans with Disabilities Act (ADA)
National Association of Counties (NACo)
Alpha Phi Alpha Fraternity

Certifications

Cyber Security Fundamentals
Transformational Leadership
Organizational Change
Managing Workplace Stress
Contract Administrator
Procurement Automated Support System (PASS)
PeopleSoft (HR)
Modern Project Management (Working with Clients and Project Teams)