


CHYNEQUA D. KING

COMMUNITY & PROGRAM DEVELOPMENT PROFESSIONAL

CONTACT

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Colin Baenziger & Associates

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Colin Baenziger & Associates,

As a seasoned Community and Program Development professional with an established reputation, I'm writing to apply for the City Manager position for Flagler Beach. My skills, experience, and knowledge make me the perfect candidate for this role. My professional colleagues would describe me as a driven self-starter with the ability to work both independently and collectively. I am passionate about the management and development of programs to ensure success and growth. I firmly believe in consistent evaluation and improvement of programs to achieve maximum effectiveness and efficiency.

My strengths as a leader in financial services, program evaluation and development are best measured in relation to the important contributions I have made to the goals and objectives of previous employers. Please review these points from my professional background which demonstrate my unique skill set:

- Increased program participants by more than 65% in less than one year and managed to keep lowest national average for program financial risks.
- Ensured successful compliance for pilot program development and implementation through qualitative and quantitative measures and outcomes assessments.
- Nationally recognized for outstanding program turn around execution and received a \$40K award.
- Implemented an anti-poverty pilot program where results were evaluated and published in a case study to showcase the model of effective social services.

In addition to my experience and personal qualities, I have a master's in public administration from the University of North Florida with a concentration in Nonprofit Management. I have a solid educational foundation and a passion for community planning and program development. To further acquaint you with the specifics of my background I am enclosing my resume. I have a strong passion to see operational growth through collaboration, both across department lines and vertically within the organization, to help resolve community issues and advance organizational initiatives and I have been very successful with this in past employment. I am eager to utilize my abilities and experience as an effective City Manager. Thank you for your consideration and review of this letter and resume. I am looking forward to personally meeting with you to discuss how I can best apply my background and skills in this role.

Sincerely,

Chynequa D. King

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CAREER PROFILE: AFFORDABLE HOUSING, COMMUNITY DEVELOPMENT LOCAL, STATE, AND FEDERAL GRANT COMPLIANCE

Goal-oriented and innovative Public Administrative professional with over 15 years of hands-on experience in program development, improvement, operations, and community planning. Extremely competent in budgeting large-scale projects, planning advanced marketing techniques, and addressing economic and program development issues. Deep understanding of local, state, and federal grant regulations, ordinances and compliance requirements associated with Public Administration and Nonprofit Program Management. Well-equipped in developing realistic plans and recommendations while able to recognize agency priorities. Remarkable ability to coordinate with other divisions like the Finance Department, Public Works, and the City Manager's Office and to collaborate with diverse groups to meet community needs. Always, lead by example demonstrating a high degree of honesty, integrity and professionalism and commitment to excellent service.

PROFESSIONAL EXPERIENCE

Elite Financial Services (04/2022-present)

Vice President of Operations

- Provide consulting services to non-profit organizations such as grant writing, program evaluation, and grant development.
 - Cultivate and maintain positive working relationships with employees, executives and other stakeholders.
 - Manage workforce development programs by evaluating, interpreting and enforcing human resource policies and regulations and developing industry training programs and conferences.
 - Create business process flows to identify opportunities for improvement.
 - Manage risk tracking and lead process of issue identification and resolution.
 - Determine performance goals, offer tactics for achieving milestones, and evaluate quantitative and qualitative data analysis.
- **Accomplishments:** Grant awards include \$250,000 ARPA funds, \$1.9m ESG funds, local foundations and funders \$250k. Participated on grant writing team to submit RFP to state of Massachusetts for \$85m HAF funds.

Flagler County (11/2021-04/2022)

Assistant Director of Health and Human Services

- Supervised and coordinated the activities of subordinate employees which included determining work procedures and schedules; issued instructions and assigned duties; reviewed work; recommended personnel actions; conducting performance reviews; and conducting departmental training and orientation.
 - Planned, directed, and coordinated the activities of Flagler County's Health and Human Services Programs which also included overseeing program budgets and policies for social services, senior services, and the adult daycare.
 - Oversaw department accounting operations and ensure revenues, encumbrances and expenditures are within the statutes, guidelines, ordinances, County policies and generally accepted accounting practices.
 - Secured, managed and oversaw Federal, State and local grants within the Department.
 - Reviewed and analyzed activity reports and statistics to evaluate operational efficiency and effectiveness and made recommendations and changes as needed.
 - Prepared and submitted reports as required by policy or contractual obligation to ensure program compliance.
 - Established organizational goals, objectives, plans and policies; ensures effective communication linkages are established and enhanced, to include communication of department operation, programs, policies and procedures.
- **Accomplishment:** Applied and was awarded first grant for the County to use for social services. The County was previously utilizing tax payer dollars to fund social services programs.

City of Jacksonville (12/2016-11/2021)

Assistant Manager of Community Development

- Planned, managed, and administered a variety of program grants to ensure a comprehensive approach to affordable housing and community development within the City. Some of the grants include: Community Development Block Grant, Emergency Solutions Grant, and Housing Opportunities for Persons With Aids programs.
 - Managed project portfolio of \$12 million dollars of federal funded projects that include public service grants and public facilities improvement grants.
 - Negotiates and administers contracts and agreements.
 - Monitored U.S. HUD's timeliness and performance requirements to ensure compliance with grant regulations.
 - Collaborated with the Finance Department to assist in preparation of budgets for programs and assist in developing sound fiscal strategies for effective use of funds.
 - Worked with City Council, various committees, commissions and authorities.
 - Communicated with other City Departments to ensure that projects are not delayed and within the processes managed by other departments.
 - Assigned responsibilities, takes corrective actions, demonstrates leadership in evaluation of assigned staff.
- **Accomplishment:** Met U.S. Housing and Urban Development's Timeliness requirement six months ahead of schedule due to improving program reimbursement model.

Habitat for Humanity of Jacksonville, Inc. "HabiJax" (11/2015-11/2016)

Family Services Manager

- Provided financial, credit, and housing counseling to clients.
 - Developed, delivered, and managed all education programs and curriculum design.
 - Designed and oversaw financial coaching program as a whole.
 - Established department program policies and procedures.
 - Evaluated program operations and revised procedures to implement changes in regulations to improve efficiency.
 - Interviewed, hired, trained, and supervised case management staff, interns, and volunteers.
 - Prepared reports for board of directors on program effectiveness.
 - Planned, prepared, and administered department budget.
 - Oversaw MOU's and contracts for local, state, and federal grant compliance.
- **Accomplishment:** Created and designed effective model for a Financial Coaching Program that increased client credit scores and homeownership numbers by 72%.

Enhanced Resource Center (07/2015-11/2015)

Client Services Manager

- Developed and implemented customer service policies and procedures.
- Identified and executed strategies to improve quality of service and productivity.
- Managed projects, initiatives, and service contracts.
- Ensured budget requirements were met.
- Liaised with executive management to support and implement growth strategies.
- Tracked, reviewed, and handled customer service complaints and provided resolutions.
- Evaluated and managed staff performance while identifying and addressing training and coaching needs.

Exit 1 Stop Realty (05/2014-present)

Realtor

- Prospect for new customers via cold calls, marketing, and networking.
- Prepare legal documents including listings and sales contracts.
- Provide legal, economic, and market advice to prospective customers.
- Contract and lease negotiation.
- Ensuring terms and conditions of agreements are met.
- Analyze market trends to determine competitive market price.

- **Accomplishments:** Increased brokerage home sales by 43% by creating an on-site first-time home buyer center, where customers receive one on one credit counseling, homeownership workshops, and resources that highlight credit improvement and homeownership grants.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Education:

University of North Florida (Jacksonville, FL)

- Bachelor Degree completed 12/2006
Major: Criminal Justice **Minors:** Sociology & Social Welfare
- Masters Degree in Public Administration completed 12/2009
Minors: Non-Profit Management
- Certificate in Project Management completed 7/2021

Florida State College at Jacksonville (Jacksonville, FL)

- Florida Real Estate License completed 3/2014

University of Miami (Miami, FL)

- Certificate in Financial Planning completed 9/2020

REFERENCES:

Reference Name: Jennifer Jackson

Telephone: 904-487-1533

Email: Jdoster@unf.edu

Relationship: Professional



Reference Name: Davetta Williams

Telephone: 904-536-8483

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Relationship: Professional



Reference Name: Sonia Roberts

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Relationship: Professional