

CHYNEQUA D. KING

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City of Palm Coast
160 Lake Avenue
Palm Coast, FL 32164

Dear City of Palm Coast,

As a Program and Community Development Professional with several years of experience and an established reputation, I am writing to apply for the position of City Manager for the City of Palm Coast. 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 city programs to ensure success and growth in the quality of lives for residents, visitors, and businesses. I firmly believe in consistent evaluation and improvement of programs and policies to achieve maximum effectiveness and efficiency to grow and improve the local economy and provide exceptional government services.

My strengths as a leader in financial services, program evaluation and community 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 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.

My management experience includes implementing procedures to ensure departments comply with all policies governing program and service delivery. I developed partnerships to leverage grant resources and as a result was able to expand services. I also perform public relation duties that include organizing, planning, directing public/community meetings, and responding to complaints and inquiries. My management style is a delegator who also coaches, mentors, and motivates staff to ensure they are equipped to be a high performing, result driven team, committed to the vision of the organization.

In addition to my experience and personal qualities, I have a Masters 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 city government. Having grown up in Palm Coast, I always think of the city as a small city with big dreams with a lot to offer its residents and visitors. I am eager to utilize my abilities and collective experience as an effective City Manager for Palm Coast to contribute to the city reaching its full potential.

Thank you for your consideration and I look forward to personally meeting with you to discuss how I can best apply my background and skills in this role.

Sincerely,

Chynequa D. King

Chynequa D. King

• Email: Chynequa_King@yahoo.com

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

Goal-oriented and innovative Public Administrative professional with over 10 years of hands-on experience in program development, improvement, operations, and community planning. Extremely competent in budgeting large-scale department 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 Non-profit 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

City of Jacksonville (12/2016-present)

Assistant Manager of Community Development

- Plans, manages, and administers 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.
 - Manage 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.
 - Monitor U.S. HUD's timeliness and performance requirements to ensure compliance with grant regulations.
 - Collaborates with the Finance Department to assist in preparation of budgets for programs and assist in developing sound fiscal strategies for effective use of funds.
 - Works with City Council, various committees, commissions and authorities.
 - Communicates with other City Departments to ensure that projects are not delayed and within the processes managed by other departments.
 - Assigns 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.
- Analyzed data to determine success of key performance indicators.
- 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.

Family Foundations (01/2011-1/2015)

Program Manager/ Senior Financial Counselor

- Counseled clients in areas of pre-purchase housing preparation, foreclosure prevention/mitigation, debt management, credit rebuilding, budgeting, and bankruptcy.
 - Made recommendations to enhance program effectiveness toward strategic intent.
 - Provided financial education classes and trainings (including HUD homebuyer preparation class).
 - Lead compliance activities of implementation and evaluated pilot programs.
 - Planned and executed projects according to deadlines and within budget.
 - Developed training aids such as manuals and handbooks and lead trainings.
 - Evaluated and improved agency policies, procedures, and service delivery.
 - Assisting in grant writing of City, State, and Federal grants.
 - Interviewed, hired, trained, and supervised case management staff.
- **Accomplishments:** Earned Most Improved and Premier Path Program Award with \$40k monetary prize from National Ways to Work & Wal-Mart, as a result of delivering effective and financial and credit counseling, which contributed to having the lowest default rate on a national level of 12%.

Family Foundations (08/2008-01/2011)

Senior Resource Advisor/Financial Counselor

- Worked closely with families to increase their social, human, and financial assets.
- Effectively utilized brokering and advocacy skills to link families to resources.
- Engaged in effective problem solving and crisis intervention.
- Engaged in networking activities to remain informed of community resources.
- Diligently worked to assist families in identifying and managing resources.

- Offered technical advice and guidance to families during development of action plan.
 - Conducted qualitative and quantitative evaluation of program services.
- **Accomplishments:** Due to successful implementation of anti-poverty pilot program, results were evaluated and published in a case study to showcase the model of effective social services. The case study has nationally influenced the foundation and delivery of services.

Jacksonville Housing Authority (05/07-08/08)

Family Self-Sufficiency Public Housing Homeownership Coordinator

- Assessed the needs of clients and arrange for the delivery of available community, health, and social services.
- Managed client relationships with diverse communities.
- Monitored administration of City, State, and Federal housing grants.
- Lead community based initiatives, which included strategic guidance and facilitation of community organizations and residents to improve neighborhoods and quality of life.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Education:

University of North Florida (Jacksonville, FL)

Major: Criminal Justice **Minors:** Sociology & Social Welfare

- Bachelor Degree completed 12/2006
- Masters in Public Administration completed 12/2009

Florida State College at Jacksonville (Jacksonville, FL)

- Florida Real Estate License Completed: 3/2014

Certifications:

- Money Smart Facilitator for adults & teens
- **NFCC Financial & Credit Counseling Certification**
- **NFCC HUD Housing Counselor Certification**
- Certified Nurturing Parenting Facilitator
- Certified JEA: Energy Savings Facilitator