

August 27, 2018

Merlene Reid, Assistant Village Manager/Human Resources Director
Village of Tequesta
345 Tequesta Drive
Tequesta, FL 33469

Dear Ms. Reid:

Thank you for taking the time to speak with me regarding the Village Manager position. I am very interested in the position and, having worked in local government for over 20 years, feel I have the skills and experience necessary to be successful in the position. Serving as an Administrative Services Director, an Assistant City Manager and a City Manager has afforded me the opportunity to learn all aspects of municipal management.

As an Assistant City Manager and City Manager in full service cities, I have worked directly with all operating departments. This has given me a broad range of skills and a strong understanding of city finance. These positions have highlighted the importance of being accessible to the Council, residents, business owners, and staff.

In addition to my management experience, I possess leadership skills and the ability to deal with, and solve, complex issues and problems. I have dealt with difficult budgeting issues, restructured departments, implemented community redevelopment agencies, improved the use of technology, established goals and long term strategies for achieving those goals.

I would welcome the opportunity to discuss this position with you further. I have attached my resume for your consideration.

Sincerely,

Jamie Croteau
455 NE 29th St
Boca Raton, Florida 33431
(407) 760 - 7755

Jamie Croteau
455 NE 29th Street, Boca Raton, Florida 33431
407-760-7755

SUMMARY OF QUALIFICATIONS

- Experienced ICMA Credentialed Manager with a commitment to excellence
- Highly successful, ethical, results-oriented leader with a strong focus on customer service, staff development, strategic planning, contract negotiations, planning and budgeting, and policy development
- Proven ability to develop productive relationships Council, the community, and staff

CITY MANAGEMENT EXPERIENCE

City of Orange City, FL
City Manager

April 2010 – December 2015

Job Responsibilities: City Manager in a city of 11,000 with a general fund budget of approximately \$11 million and an overall budget of \$15 million. City was approximately 70% non-residential. Responsible for the oversight of Public Works, Fire/Rescue, Police, Utilities, Community Development, Community Relations, Human Resources, Parks/Recreation, Information Technologies, and Finance.

Achievements

- Worked with the City Council and Citizens to develop a shared vision for the City
- Developed an annual strategic planning process with Council to set goals and worked with staff to align budget priorities to meet those goals
- Reduced City workforce by 7% with no service reduction
- Developed an inter-local agreement with the City of DeBary to provide municipal services, Fire and Animal Control Services, to the City of DeBary
- Worked with the City of DeLand to share purchasing services
- Developed several new parks through combination of grants and general fund dollars
- Constructed the City's first dog park
- Worked with FDOT to acquire the Mill Lake property for development of a 20 acre central park and stormwater facility and completed the first phase of the three phase construction process
- Negotiated a 25% reduction in residential garbage rates
- Oversaw Citywide meter replacement program to automate water meter reading and billing services
- Developed and implemented a water/wastewater master plan to correct water/wastewater deficiencies
- Received approximately \$8.5 million from the State Revolving Fund to correct deficiencies in the water/wastewater system
- Developed and implemented a stormwater improvement program
- Increased community outreach by increasing print and electronic communications and implemented the OC Cares app to allow citizens to easily communicate with the City
- Added almost \$5 million to fund balance in preparation for achieving Council's long term goals
- Implemented a Community Redevelopment Agency to assist in revitalizing the downtown core
- The City consistently earns both the GFOA Distinguished Budget Presentation award and the GFOA Certificate of Achievement for Excellence in Financial Reporting

City of Ocoee, FL
Assistant City Manager

January 2006 – March 2010

Job Responsibilities: Assistant City Manager in a city of 34,000 with a general fund budget of approximately \$34 million and an overall budget of \$70 million. Responsible for the joint oversight of Public Works, Fire/Rescue, Police, Utilities, Community Development, Community Relations, Human Resources, Parks/Recreation, Information Technologies, and Finance.

Achievements

- Implemented the City's first Community Redevelopment Agency
- Managed the property acquisition process
- Assumed residential garbage service from a private contractor
- Coordinated legislative consulting services
- Worked on implementation of new Fire Service Fee Assessment
- Organized a goal setting/visioning session with the City Commission as a precursor to a full strategic management plan

OTHER PROFESSIONAL EXPERIENCE

City of Boca Raton, FL
Management Services Director

December 2015 - Present

Job Responsibilities: Responsible for the Human Resources and Risk Management Divisions. Duties includes over sight of Employee Benefits, including the self-funded medical program, safety program, training and organizational development.

Achievements

- Brought in to oversee newly created division
- Developed organizational structure
- Streamlined benefit processing and saved \$36,000 in annual fees
- Working on developing a broad supervisory training program

Seminole County Government
Administrative Services Director

September 1997 – January 2006

Job Responsibilities: Department Director responsible for a \$26 million operating budget and the oversight of four divisions: Facilities Maintenance, Fleet Services, Support Services, and Risk Management. Duties included property management, employee benefits, safety, security, vending services, mail/copy center operations, and construction management.

Achievements

- Responsible for approximately \$60 million in capital projects including project oversight for the new County Criminal Courthouse
- Negotiated construction contracts
- Handled risk management/litigation settlements
- Directed the County's space needs assessment and master planning effort
- Improved departmental morale as evidenced by Employee Survey results
- Developed a departmental strategic plan to align department goals with County goals

- Instituted a service delivery method that reduced call-in work orders
-

Orange County Government
Human Resources Administrator

October 1995 - September 1997

Job Responsibilities: Responsible for the daily operations of the Benefits/Records Section. Duties included developing recommendations for benefit plan changes, making presentations to the Board and various committees, negotiating with insurance carriers, managing a \$30 million budget, implementing policy changes, developing targeted wellness programs, and motivating and coaching ten staff members.

Achievements

- Negotiated a \$5 million dollar savings on the medical program
- Streamlined the medical benefits budgeting procedures
- Partnered in the implementation of a new Human Resources Information System

EDUCATION

University of Central Florida, Orlando, FL
Master of Business Administration

Florida State University, Tallahassee, FL
Bachelor of Science, Economics

PROFESSIONAL

ICMA Credentialed Manager

i **Candidate Info**

Notes

Emails (1)

Resume

Cover Letter



Applied 4 hours ago:

New

Jamie Croteau

455 NE 29th Street, Boca Raton, Florida 33431
407-760-7755

SUMMARY OF QUALIFICATIONS

- Experienced ICMA Credentialed Manager with a commitment to excellence
- Highly successful, ethical, results-oriented leader with a strong focus on customer development, strategic planning, contract negotiations, planning and budget development
- Proven ability to develop productive relationships Council, the community, and

CITY MANAGEMENT EXPERIENCE

City of Orange City, FL
City Manager

April 2010 -

Job Responsibilities: City Manager in a city of 11,000 with a general fund budget of million and an overall budget of \$15 million. City was approximately 70% non-resident the oversight of Public Works, Fire/Rescue, Police, Utilities, Community Development, Human Resources, Parks/Recreation, Information Technologies, and Finance.

Achievements

- Worked with the City Council and Citizens to develop a shared vision for the City
- Developed an annual strategic planning process with Council to set goals and align budget priorities to meet those goals
- Reduced City workforce by 7% with no service reduction
- Developed an inter-local agreement with the City of DeBary to provide municipal and Animal Control Services, to the City of DeBary
- Worked with the City of DeLand to share purchasing services
- Developed several new parks through combination of grants and general fund
- Constructed the City's first dog park
- Worked with FDOT to acquire the Mill Lake property for development of a 2

Application Questions

1. Have you ever filed an application with us before and if yes, when and what position(s)?
No
2. Are any of your friends or relatives presently employed with the Village, and if yes, who?
No
3. Have you ever been employed with us before and if yes, please provide details?
No
4. Have you ever been discharged from any employment or asked to resign? If yes, please explain.
No
5. Explain any period between jobs where applicable.
None

6. [Are you currently employed?](#)

Yes, with the City of Boca Raton.

7. [Why do you want to work for the Village of Tequesta?](#)

The Village of Tequesta is a thriving, stable community with high expectations and an engaged Council. It is very similar to Orange City in size and challenges. This opportunity is a great fit for my management style, skills and abilities.

[References](#)

Reference available upon request.