

Erin L. Abney

Planning Manager-Development Services Division



 (318) 613-1093
  Abneyel0120@gmail.com
  Jacksonville, Florida

Profile Summary

Highly organized and self-motivated Planning Manager with 5+ years of experience in municipal and civil planning addressing short-term growth and development issues for the City of Jacksonville Florida. Profound knowledge in collecting, analyzing, interpreting and presenting local zoning and planning data through effective field investigations and research skills. Possess strong interpersonal skills to effectively communicate with the City Council, Planning Commission, City Staff, and residents to address zoning regulations and review of proposed zoning changes. Articulate communicator and supervisor who thrives on result-driven, collaborative environments for positive change. Demonstrates strong leadership in evaluating, developing, and motivating employees.

Professional Experience:

CITY OF JACKSONVILLE DEVELOPMENT SERVICES DIVISION, JACKSONVILLE FL

Planning Services Manager

March 2023-Present

- Manage and supervise the development services division (15+ employees) regarding civil plan review, drainage, landscaping, addressing, concurrency, and zoning counter activities.
- Coach and provide direction and support to assigned employees within the division to ensure positive outcomes and goal attainment that are responsive to customer needs.
- Participates in the selection, evaluation, motivation, and training of division personnel.
- Monitor and manage workflow, reviewing and evaluating the work of assigned staff.
- Meet with engineers and developers regarding zoning, addressing, concurrency, and civil site plan review.
- Inspect and review commercial construction projects to ensure compliance with standards and specifications.
- Chairwoman of the 9-1-1 advisory committee.
- Audit Concurrency & Mobility Management User access roles quarterly.
- Perform supervisory duties related to payroll, performance management, hiring and disciplinary decisions and processes.
- Upon the chiefs absence assumes responsibility for directing and managing the activities of field inspection and right of way activities.
- Identify and implement enhancements to improve efficiency and effectiveness within the department.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.

CITY OF JACKSONVILLE CURRENT PLANNING DIVISION, JACKSONVILLE FL

City Planner III (Senior Planner)

August 2022-March 2023

City Planner II

August 2020-August 2022

City Planner I

August 2018-August 2020

- Conduct field studies and interviews, collect data, conduct statistical research and analysis, and develop required reports.
- Prepare recommendations on re-zonings, zoning applications and/or other regulatory reviews.
- Provide technical assistance to customers and other employees.
- Provide continuous effort to improve operations, decrease turnaround times, and streamline work processes to provide exceptional customer service to internal and external customers.
- Respond to customer inquiries regarding professional land use, site plan, zoning and related planning reviews.
- Compile data and prepare reports for oral presentations.
- Prepare correspondence and technical reports as required.
- Attend both Community Meetings and City Public Hearings for Planning Department applications.
- Point of contact for review and approval of Backyard Residential Hen Program Permits.
- Review Building, Signage and Electrical Permits for Zoning Sufficiency.
- Conduct training for individuals in permit review for Zoning Sufficiency.
- Demonstrate leadership by daily assistance to team members in order to provide sufficient review for zoning related inquiries.

BLUE CROSS BLUE SHIELD OF FLORIDA (FLORIDABLUE), JACKSONVILLE FL

Subject Matter Expert/Team Lead, CEMB Finance and Billing Team

September 2016-August 2018

- Establish and maintain member enrollment and billing in a timely manner in order to minimize financial risk and to ensure department and corporate goals are met.
- Identify and reconcile technical errors that occur during the processing of enrollment and/or maintenance of member's health policies.
- Subject Matter Expert for Technical Errors/Finance and Billing/CMS Payment Dispute.
- Managed a successful team of 15+ employees to perform daily review of CMS Payment Dispute.
- Created and Assisted in the establishment of Standard Operating Procedures for department.
- Serve as a contact for internal and external customers to resolve enrollment, membership, and billing issues.
- Proficiently work with 10+ Software programs to conduct research and perform daily task.
- Analyze data to understand errors in system functions/Service Advocate performance to create process improvement across the department.
- Liaise between business management and technical personnel to understand processes and applications.
- Develop and conduct training classes for individual/small groups.
- Certified Facilitator/Trainer

Education:

Masters of Public Administration

University of Louisiana at Monroe, December 2016

- Concentration: Public Administration
- GPA: 3.85; 42 hrs.
- Graduate Assistant

Bachelors of Art

University of Louisiana at Monroe, May 2015

- Concentration: Political Science
- GPA: 3.19; 129 hrs.
- Pi Sigma Alpha, Political Science Honor Society

Skills:

- Public Speaking
- Written and Verbal Communication
- Teamwork and Collaboration
- Certified Facilitator/Trainer
- Project/Time Management
- Advanced Microsoft Office/Adobe Software Proficiency
- Problem Solving/ Process Improvement
- Interpret/Apply Zoning Regulations
- Research/Collect Planning Data
- Conflict Resolution
- Adaptable/Flexible to changing business culture
- Developing Policies and Procedures

References:

- **Ellyn Cavin, Chief of Development Services Division-Jacksonville, FL**
(904) 255-8205; ECavin@coj.net
- **Bill Killingsworth, Director of Planning & Development Department-Jacksonville, FL**
(904) 255-7811; BILLK@coj.net
- **Bruce Lewis, City Planner Supervisor-Jacksonville, FL**
(904) 255-7820; BLewis@coj.net