

# JESSICA B. MATTHEWS

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## AREAS OF EXPERTISE

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- Strategic Planning and Leadership
- Increasing Productivity and Improving Efficiency
- Project Planning and Execution
- Process Improvement/Benchmarking
- Cross-Functional Team Leadership
- Employee Development/Mentoring
- Problem Solving and Critical Decision Making
- Guardian Ad Litem
- Notary Public exp. 2021

## PROFESSIONAL EXPERIENCE

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### Legislative Assistant II (Legislative Services Supervisor)

2014 - Present

City Council-Jacksonville, FL

(Served as Legislative Assistant I 3/2006 – 9/2008)

Supervise the daily operations of the Legislative Assistant I and clerical staff. Provide direct support to the City Council Members and other City Council departments. Assign staff to the standing Committee and Board meetings according to meeting schedules, ensuring the meetings run smoothly. Publish notices of pending Council action as required by law. Prepare and post official minutes of Council meetings, official records, and business correspondence. Research, prepare, and type Council and Committee agenda items for accuracy and accessibility through City website.

- Implemented SOPs to ensure current staff and new hires are performing consistently and providing the same support to the Council Members
- Created a staff newsletter to make Council members aware of staff assigned to specific committees and keep them abreast of personnel changes in the office
- Created a newsletter to Jacksonville Waterways Commission to improve communication and reduce mail clutter to the external distribution contacts

Interview and hire potential applicants to meet staffing needs. Provide training, assign and supervise and evaluate work performed by Legislative staff. Make critical decisions and resolve any staff grievances or issues. Monitor and approve timesheets, personal leave, and overtime for employees. Ensure adequate office coverage during normal operations and during critical or high profile Council events. Counsel and make recommendations on employee performance.

- Created an employee nomination award system to recognize employees – increased moral and employee performance
- Improved the training module – better training results for the staff
- Implemented a suggestion box and communication board to boost team morale, foster relationships, and improve communication
- Provide training on new hardware, software, and systems and troubleshoot errors to improve ease of use

Establish and maintain legislative files and associated records and systems. Maintain and index the Journal of

the Council Committees and Committee Meetings, Record of Ordinances, and Record of Resolutions. Operate the Legislative Tracking/Indexing System. Organize and categorize certificates of need, certificates of public convenience and necessity, and other evidences of permission or authority granted by the Council. Maintain quality control of records and legislative files.

- Enhanced the record retention process and made the system more efficient – successfully completed the last Council office transition with no errors
- Collaborated with ITD to successfully implement the new scanning program – improved the records retention and indexing process

Research and respond to public inquiries. Draft letters, memorandums, meeting minutes, and various correspondence. Receive and process legislative bills and amendments for official action. Receive and process public service requests. Develop and prepare reports, charts, etc. to track and organize information. Develop and present presentations and briefings. Provide customer service to Council Members and the public.

**Office Manager**  
Catholic Charities

**12/2011- 3/2014**  
Baltimore, MD

Oversaw the daily operations of 4+ support staff. Provide direct support to 7 program directors at various locations. Utilize staffing agencies and answering services to meet business demands. Audit employee personnel files, medical records, I-9 documents, and training folders for state compliance.

- Implemented training protocols to administer training to staff members
- Developed checklists for staff to improve timeliness of work to develop their time management skills
- Evaluate, improve and apply best practices for the quality assurance management of clients' files.

Processed payments for stipends, respite payments, travel vouchers, and vendor invoices. Monitored program expenditures and maintain receipts. Coded expense slips and charges, and submit to accountant for payment processing.

- Minimized corporate credit card use to control expenses
- Reconciled bank statements for errors such as overpayments, payments due, and delinquent accounts
- Reduced budget costs by \$6000: recouped overcharging from one vendor and switched vendors

Responsible for the technical aspects of contractor/vendor database. Perform routine tests and daily updates to ensure accuracy and authenticity. Process functions such as query, sort, creating filters, and managing field sets. Create reports from the data in the database. Train new users on accessing the database.

- Developed protocols to decrease system template rejections
- Negotiated contract database to reduce company costs and provide customers service

Scheduled weekly and monthly meetings and appointments for supervisor, program managers, and clients. Coordinated special events, travel, team projects, special projects, and program activities with local and state. Procured internal and external agencies for meeting space. Submit proposals to vendors.

**EDUCATION**

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<b>Master of Public Administration – State and Local Administration</b>	2017
Nova South Eastern University	
<b>Bachelor of Science Business Administration</b>	2010
Nova South Eastern University	

**References upon request**