



# CHIQUITA D. MOORE, EMPP

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## **OPERATIONS ♦ GOVERNMENT RELATIONS ♦ LEADERSHIP**

Self-motivated senior leader with a “can do” attitude and 10+ years of experience inclusive of public and private sector roles; skilled local government professional prepared to assist the City of Jacksonville’s City Council in accomplishing its vision of making it the best place to live, work, play and visit!

## **COMPETENCIES**

Information Management | Strategic Planning | Regulatory Compliance | Scheduling | Budgeting  
Data & Documentation Management | Office Procedures | Research & Analysis | Meetings  
Management | Communications | Negotiations | Media Relations | Professional Correspondence  
Training | Project Planning & Coordination | Speech Preparation

## **PROFESSIONAL EXPERIENCE**

CITY OF JACKSONVILLE

*2015 – present*

*2023-present*

### **Operations Director of Neighborhoods Department**

*2019 – 2022*

- Provide and maintain budget preparation for the Neighborhoods Department under the leadership of the Director
- Serve as official signatory for Housing and Community Development Division, 630-CITY and the Neighborhood Services Office as well as all other divisions upon the absence of the Director
- Provide the Administration with information and research analysis as needed to conduct departmental affairs
- Oversee the management of personnel and payroll of assigned divisions by the Director
- Legislative tracking from introduction through final action for assigned divisions’ legislation
- Demonstrate leadership when evaluating, developing and motivating staff
- Department’s primary point of contact to the Mayor’s Office, Councilmembers, Executive Council Assistants along with the Independent Authorities and other elected offices.

### **Director of Neighborhoods Department**

*2022 – 2023*

- Provide and maintain budget preparation for the Neighborhoods Department under the leadership of the Administration
- Serve as official signatory for Housing and Community Development Division, 630-CITY and the Neighborhood Services Office as well as all other divisions
- Provide the Administration with information and research analysis as needed to conduct departmental affairs
- Oversee the management of personnel and payroll of assigned divisions by the Administration
- Legislative tracking from introduction through final action for all divisions’ legislation
- Demonstrate leadership when evaluating, developing and motivating staff

- Department's primary point of contact to the Mayor's Office, Councilmembers, Executive Council Assistants along with the Independent Authorities and other elected offices.
- Performed Acting Director role for four months prior to my official appointment into the role during the previous Director's absence.
- Policy development and process improvement

#### **Intergovernmental Affairs Liaison to Administration** 2018 – 2019

- Established consistent internal and external communications and messaging between the Administration, City Council, and constituents
- Collaborated with the local, state, and federal government affairs teams to act quickly but tactfully to address emerging issues
- Supported both the federal and state lobbying efforts
- Oversaw Boards and Commissions, including but not limited to recruiting and interviewing

#### **Executive Council Assistant** 2015-2018

- Maintained files of all correspondence, reports, legislation, and other items in accordance with all public records laws, in manner prescribed by the Council Member
- Processed complaints received by the Council Member's office as directed by the Council Member and followed up on or intervened to determine status, resolution or action taken by the affected administrative department or agency
- Conducted research on pending legislative items, prepared speeches and made presentations when so directed by the Council Member
- Maintained project files and met with administration representatives and constituents to coordinate projects on behalf of the Council Member
- Monitored and kept records regarding expenditures
- Assisted the Council Member in developing legislative programs and proposals, including soliciting input from the community, and coordinating with the Office of General Counsel
- Prepared honorarium resolutions or certificates and coordinated all aspects of presentation

CITIBANK Jacksonville, FL  
**Assistant Vice President of Operations** 2004 –2013

- Hired, retained, evaluated, and compensated managers
- Provided direction for working towards achieving company's mission statement
- Developed a protocol to be followed by the board while communicating with the senior managers and CEO
- Hired auditors and oversaw auditing process

## **EDUCATION**

JACKSONVILLE UNIVERSITY Jacksonville, FL  
**Master of Public Policy, *summa cum laude*** 2022

UNIVERSITY OF NORTH FLORIDA Jacksonville, FL  
**Bachelor of Science in Psychology, *summa cum laude*** 2011

FLORIDA STATE COLLEGE AT JACKSONVILLE Jacksonville, FL  
**Associate of Arts, *magna cum laude*** 2009

## ESSENTIAL CAREER ATTRIBUTES

Inspirational Leader  
Detail-oriented  
Integrity  
Accountability

Loyalty  
Adaptability  
Solutions-oriented  
Sound Decision-maker

Objectivity  
Team Motivator  
Compliant  
Collaborative

## KEY SKILLS

- MS Office Suite
- Google Suite
- Web Conference Technology
- Report Writing
- Time Management
- Problem-solving
- Socially Tactful
- Internet & Social Media Savvy

## PROFESSIONAL MANTRA

*Whether you think you can, or you think you can't – you're right. —Henry Ford  
I always choose to think we can!*