

# Jessica Denson

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## EDUCATION

**Florida State College at Jacksonville**, Jacksonville, FL

Bachelor of Science, Supervision & Management April 2019

## WORK EXPERIENCE

**City of Jacksonville**, Jacksonville, FL

*Legislative Services Manager June 2024-Present*

- Manage work schedules, assigns, monitor, and review the work of Legislative Services staff members.
- Provide technical guidance, assistance, and training to employees on legislative and divisional matters.
- Monitor and maintain records stored to ensure quality control.
- Provide training and support for staff and other employees of the City Council.
- Assist in the management of receipt of and process new and enrolled legislation.
- Prepare and/or review Council and Committee agendas for accuracy.
- Review, research, posts, and process legislation, communications, and reports for City Council meetings.
- Review notices of pending Council action for publishment as required by law.
- Establish and maintain legislative files, associated records, and systems.
- Assist in the management of complex computer software systems for the legislative process.
- Respond to inquiries and provide information related to legislative matters, issues, and records made by City employees and the public. Assign records requests as needed.

**City of Jacksonville**, Jacksonville, FL

*Executive Council Assistant September 2022-June 2024*

- Provided a viable link between elected officials and the public, acting as a representative in dealings with constituents, city departments, other government agencies, and committees, as necessary.
- Attended City Council meetings and workshops as assigned; set up various meetings and conferences; makes travel arrangements.
- Maintained calendars, scheduled meetings, and appointments; prioritizes and resolves complex meeting schedules; prepares meeting agendas and presentation materials; takes and transcribes meeting minutes, and prepares summaries as required.
- Maintained files of all correspondence, reports, legislation, and other items that must be maintained in accordance with all public records laws, in manner prescribed by the Member may direct.
- Processed complaints received by the Council Member's office as directed by the Council Member and follow up on or intervene in such complaints to determine the status, resolution, or other appropriate action taken by the administrative department or agency to which the complaint is referred.
- Conducted research on pending legislative items, prepared speeches and presented when directed by the Council Member.
- Met with administration representatives and constituents to coordinate projects on behalf of the Council Member.
- Prepared correspondence and reports, handles all incoming mail, including preparation of responses.
- Assisted the Council Member in developing legislative programs and proposals, including soliciting input from the community, and coordinating with the Office of General Counsel for drafting of same.
- Provided technical guidance, assistance, and training to other employees on legislative and ECA policies and procedures.

**City of Jacksonville**, Jacksonville, FL

*Neighborhood Services Coordinator January 2021-September 2022*

- Communicated details of community activities and issues requiring elevation to senior management.
- Interacted and worked with the public, acting as a liaison between City Officials, City staff and the community.
- Served as a reliable source of information about City programs, departments, facilities, and training.
- Collaborated with other non-profit entities by participating in community events such as Sheriff's Watch Safety Fair, Back to School Backpack give away, Art Walk, etc.
- Acted as point of contact for the community by assisting the public with their concerns, directed the public to the correct contact if not able to assist.
- Facilitated meetings and cooperation among people, agencies, and organizations.
- Prepared for and facilitated community meetings, public engagement events and workshops in support of assigned committees which included securing meeting locations, dates, and times for legislative committees.
- Provided supervision and training to community leaders on how local government works.

- Scheduled and coordinated speakers/presentations from various departments, boards, City staff and government agencies as requested by committee chair.
- Developed and maintained contact with community leaders, the public, elected officials, and City staff.
- Streamlined and handled public communication, coordination efforts, and public concerns.
- Tracked program attendance, committee membership, and department and personnel representatives for various meetings, training, and community events.
- Collaborated and communicated with constituents to assist with implementing a Neighborhood Association.
- Responded efficiently to requests and inquiries from elected officials, the public, and City staff.
- Provided well-written clear and concise reports to management.
- Prepared meeting documents, reports, and meeting summaries monthly.
- Provided electronic copies to committees and the public.
- Ensured meetings comply with City of Jacksonville Executive Orders, Roberts Rules of Order, and the Sunshine Law

**City of Jacksonville, Jacksonville, FL**

*Community Activities Coordinator March 2017-January 2021*

- Organized, coordinated, and promoted community activities, programs, and special events for senior citizens.
- Recruited, arranged, coordinated, and oversaw volunteer services of individuals, groups, and organizations.
- Provided technical assistance and guidance on developing activities, programs, and special events and in enlisting, arranging, and organizing volunteer services.
- Recommended, interpreted, implemented, and administered laws, rules, regulations, policies, practices, and procedures governing assigned programs and projects.
- Planned, developed, and presented programs to large groups.
- Established and maintained a record keeping system including spreadsheets and other software applications to track and evaluate program statistics.
- Responded to inquiries and provided information regarding community activities, programs, and special events.

**City of Jacksonville, Jacksonville, FL**

*Center Activities Specialist December 2013-March 2017*

- Developed, implemented, and oversaw a variety of social, educational, and recreational activities and programs at a senior center.
- Promoted activities and programs, recruited volunteers, and participants, and consulted with individuals and groups to identify services and programs.
- Organized, assigned, reviewed, and evaluated the work of assigned staff and volunteers.
- Supervised and managed the preparation and maintenance of administrative records, files, and reports to ensure clients files follow local, state, and federal funding sources, regulations and reporting requirements.
- Provided supervision and training to subordinate employees and volunteers.

**City of Jacksonville, Jacksonville, FL**

*Clerical Aide Support II May 2010-December 2013*

- Cash handling.
- Made reservations for Shelters, Camping, Dolphin Plaza, Beach Weddings, and Special use permit.
- Provided assistance and training to employees.

**City of Jacksonville, Jacksonville, FL**

*Recreational Leader April 2007- May 2010*

- Customer Service
- Developed, implemented, and oversaw a variety of social, educational, and recreational activities and programs for school age children.
- Maintained required records on activities and participants for preparation of reports.

**SKILLS AND QUALIFICATIONS**

- Administrative support
- Project management
- Research and analysis
- Strategic Planning
- Leadership
- Detailed record-keeping
- Excellent multi-tasker
- Microsoft Office proficiency
- CPR and First Aid Certified