

LISA A. HENDRICKSON, MPA, CPM, SHRM-SCP/SPHR

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SUMMARY

A dynamic and communicative "C" Level candidate with 21+ years of progressive experience in the public sector and an academic background in Public Administration managing overall operations, including delegating and directing agendas, driving efficient services and profitability, managing organizational structure, strategy, and communicating with stakeholders, councils, or board of directors. Responsible for the overall success of public and private sector organizations and for making top-level managerial decisions.

CORE COMPETENCIES

- Managing Ambiguity
- Emotion and Hostilities Management
- Responsible and Dedicated
- Managing Technological Change

SKILLS

- Budgeting, Contract Negotiation, Collective Bargaining, and Problem Solving.
- Administration of Complex Plans, Programs, and Policies.
- Technology Integration and Database Administration.
- Outstanding Social and Interpersonal Skills, Public Speaking, Personable and Outgoing, Customer and Quality-Service Oriented.
- Leadership, Team Builder, Strong Respectful Collaborator.
- Critical and Strategic Thinker, Active Listener, Creative Questioner, Positive Reinforcement.
- Research and Policy Analysis.

KEY FUNCTIONS, LEADERSHIP AND OVERSIGHT

- **Internal Organizational Leadership and Management:** Envisions, directs, inspires and motivates to ensure organizational success. Leads, manages, and makes decisions in ways that result in efficient and effective organizational functioning.
- **Mission Oversight:** Collaborates with the council, board, and staff, defining the organization's mission and communicating and executing it effectively to inspire and guide as intended.
- **Board Relations:** Collaborates with council and board members ensuring they are properly constituted and trained to conduct effective governance.
- **Values and Ethical Management:** Exemplifies admired and documented values of ethical standards.
- **Brand Management:** Corroborates with the council, board and staff, ensuring proper care, support and development of the organization's history, culture, reputation and image.
- **Staff Management:** Ensures that staff is properly selected, supported, guided and nurtured in their professional development.
- **Financial Management:** Aligns with the council, board, and staff; developing and implementing effective asset investment and financial administration strategies and systems that mirror organizational vision, mission, goals and objectives.
- **Programmatic Management:** Develops and implements programs, grant-making, and grant management strategies/systems that align with the organizational vision/mission.
- **Accountability and Evaluation Management:** Establishes accountability standards and systems that track organizational effectiveness and impact.
- **Visionary Leadership:** Envisions, communicates, and practices thoughtful leadership, values, and the transfer of information.

CERTIFICATIONS

- Florida Public Sector Labor Relations Professional (FPLRP) (Florida Public Employer Labor Relations Association)
- Senior Professional in Human Resources (SPHR) (Human Resources Certification Institute)
- Certified Public Pension Trustee (CPPT) (Florida Public Pension Trustees Association)
- Certificate in Supervisory Management (CSM) (Florida Center for Public Management at Florida State University)
- Certificate in Public Management (CPM) (Florida Center for Public Management at Florida State University)

BOARD APPOINTMENTS

- Lighthouse of Pinellas (2018 – Present)
- Public Service Education Foundation of Pinellas Park (2016 – 2022 | Served as Board Chair)
- FCCMA – Membership Committee and Membership Outreach Sub-Committee (2018 – 2020)
- Kiwanis Club of Pinellas Park (2013 – 2020)

EXPERIENCE

Hendrickson Consulting, LLC - Redington Shores, Florida | Aug 2020 - Present

Owner / President (Part-Time)

- Serves as a public administrator for small Towns and Cities within Pinellas County.
- Drafts internal policies, resolutions, and ordinances for legal review and agenda approval.
- Human Resources, Labor Relations, Training, Leadership, and Management Services.
- One-on-one Council and Commission consultations without the worry of Sunshine Law violations.

University of South Florida – Tampa, Florida | Aug 2017 – Present

Adjunct Instructor (Part-Time)

Adjunct instructor for the School of Public Affairs in the College of Arts & Sciences. Teach up to two of the following courses assigned each semester: PAD4415 Personnel and Supervisory Management in Today's Organizations, PAD4930 Health Policy in the United States, and PAD3003 Introduction to Public Administration.

- Selects appropriate materials to support student learning and records lessons for online instruction; develops and implements lesson plans that cover all required topics; tracks student assignments and test scores; and provides constructive feedback.
- Defines and articulates learning outcomes, including measurements, performance metrics and changes, to improve student learning.
- Creates and distributes course syllabus and answers student questions regarding standards, material, grading and progression.

City of Pinellas Park – Pinellas Park, Florida | Apr 2000 – Apr 2022

Human Resources Administrator / Assistant City Manager (Dec 2020 – Apr 2022)

- Provided hands-on and day-to-day leadership to Human Resources, Information Technology, and Finance Departments, ensuring that all targets were met.
- Served as acting City Manager during the temporary absence of the City Manager.
- Effectively communicated with City Council members, residents, business professionals, government representatives, and employees.
- Attended events, public functions, and meetings.
- Knowledge of City government management and administration and methods and procedures for municipal administration.
- Analyzed and interpreted Policies, City Code of Ordinances, Administrative Regulations, Contracts, Federal, State, and Local Laws, Personnel Rules, Labor Contracts, Actuarial Reports, Financial Reports, and Budgets; as well as legislation relating to the area of human resources to determine potential impacts on the City; and served on the City's advocacy team.

Human Resources Administrator / Acting City Manager (Jan 2015 – Dec 2020)

Assistant Human Resources Administrator (Jan 2012 – Jan 2015)

Risk Management Director (Jan 2006 – Jan 2012)

Risk Management Program Manager (Jan 2003 – Jan 2006)

Risk Management Specialist (Feb 2001 – Jan 2003)

Purchasing Clerk (Apr 2000 – Feb 2001)

AFFILIATIONS

- Florida City and County Management Association (FCCMA)
- International City/County Management Association (ICMA)
- Society of Human Resources Management (SHRM)
- Florida Public Human Resources Association (FPHRA)
- Florida Public Pension Trustees (FPPTA)
- International Public Management (IPMA)

EDUCATION

University of South Florida – Tampa, Florida

Master of Public Administration

Eckerd College – St Petersburg, Florida

Bachelor of Arts - Organizational Studies & Public Leadership

Bob Hogue School of Real Estate

Florida Real Estate Salesperson & Mortgage Broker Licensing