

REBECCA N. GRILL

QUALIFICATIONS PROFILE

Top performing public management professional with more than 15 years of experience in municipal government holding increasingly responsible positions. Excellent rapport with the public, elected officials, community organizations, and other governmental agencies. Proven leadership and organizational abilities in driving continuous improvement and the re-organization of programs, services and employees. Extensive knowledge of regulations, laws, rules and procedures governing municipal organizations. Strengths include defining goals, creating & enforcing policies, and accomplishing objectives by empowering staff. Core skills:

- Strategic Planning/Business Analysis
- Budget Development
- Leadership Training and Development
- Business Process Automation
- Reorganization and Cultural Change
- Standard Operating Procedures
- Community Relations
- Succession Planning
- Cross Functional Team Leadership
- Crisis Planning & Emergency Preparedness

PROFESSIONAL EXPERIENCE

COMMON COUNCIL CITY CLERK, Milwaukee, Wisconsin

2001 - Present

Deputy City Clerk

May 2012 to Present*

Manage the preparation of the departmental budget; supervise and conduct personnel administration for ninety (90) staff members; establish and implement staff training, development, review and recognition programs; coordinate and direct staff to assist in meeting the logistical needs of fifteen (15) full-time Common Council members; develop goals and objectives for the department and establish quality improvement efforts; assist in the oversight of computer support services, and troubleshooting technological issues; collaborate with division managers to ensure the utilization of technology; serve as a liaison for the department with other city departments governmental entities, the public, and the news media; perform duties of City Clerk as needed.

License Division Manager

July 2005 to Present* (Currently handling both)

Oversee the management of all licensing activities for the City Clerk's Office and preserve the veracity of the licensing process; facilitate the efficient processing of license applications; confirm all licensing activities adhere to policies, procedures and laws; spearhead the License Information System replacement project; compile and evaluate reports and information for the budget and revenue estimates; serve as a liaison for the department with Common Council members, applicants, citizens, law enforcements agencies, and other city departments; collaborate with other departments to create electronic agendas for Common Council Committee Meetings; testify at hearings, trials, and legislative meetings as appropriate; conduct research and present data, findings, and recommendations to Common Council members, task forces, and committees; coordinate administration of license applications and scheduling for committee meetings to ensure notices are posted and hearing requirements are met in accordance with state law and city codes.

License Division Assistant Manager

May 2002 to July 2005

Assisted in the management of staff responsible for administering and processing license applications; reviewed work of staff to ensure tasks were completed accurately and efficiently in accordance with city and state laws; communicated with Common Council members, applicants, citizens, law enforcements agencies, and other city departments including participation in public meetings, testifying in court, preparing progress reports to resolve issues, coordinate activities and provide information; provided supervision including hiring, scheduling, evaluating performance, and other personnel matters; prepared budget and revenue estimates; recommended and proposed ordinance changes as needed; converted and simplified license applications and related forms; initiated changes in license processes to streamline workflow and increase the knowledge base of the division; developed, maintained and updated division webpage; served as the official record keeper for the division.

Special Assistant

June 2001 to May 2002

Gained expertise and experience in all aspects of the operations of the License Division; processed all licenses handled by the License Division; advised elected officials, applicants and the public regarding licensing matters; generated reports and extracted information for budgeting purposes; created agendas and documents for Common Council and License Committee meetings.

*HOUSING AUTHORITY OF THE CITY OF MILWAUKEE,
Milwaukee, Wisconsin*

1997 – 2001

Supervisor - Communications Center

January 1999 to June 2001

Developed policies and procedures for newly instituted communications center; supervised telecommunicators in the performance of their duties; developed databases for data entry and Public Safety activities; effectively communicated information to other city departments, elected officials, residents and the public; prepared detailed reports for the Housing Authority Board; collaborated with various levels of law enforcement agencies; compiled and calculated statistics; initiated and recommended changes in policies affecting the Public Safety Department; served as a hearing officer for rejected applicants.

Public Safety Specialist

September 1997 to January 1999

Responded to situations at housing developments, evaluated and determined appropriate action; conducted investigations and interviews; worked with residents and law enforcement officials to reduce crime related problems; prepared technical reports containing sensitive and confidential material; researched criminal records and performed background checks; testified at eviction and legal hearings; assisted police and fire personnel in emergency situations.

DEPARTMENT OF CORRECTIONS

1994 – 1997

YOUTH CORRECTIVE SANCTIONS PROGRAM Milwaukee, Wisconsin

1996 to 1997

Youth Counselor III

Assisted in implementing, monitoring and enforcing adherence to the treatment program developed for youth in the Corrective Sanctions Program.

ETHAN ALLEN BOYS SCHOOL Wales, Wisconsin

1994 to 1996

Youth Counselor I and II

Provided counseling and performed security and safety duties in a juvenile correctional institution.

EDUCATION & TRAINING

- M.B.A., Finance, Concordia University, Wisconsin
- B.A., Political Science and Criminal Justice, Valparaiso University, Indiana
- Paralegal Certificate, American Institute for Paralegal Studies, Illinois
- Certified Public Manager – University of Wisconsin - Madison
- Certified Municipal Clerk (Completion July 2014)
- Public Administration Certificate – UWM – School of Continuing Studies
- Office Lean Certificate – UWM – School of Continuing Studies

PROFESSIONAL ASSOCIATIONS

- International Institute of Municipal Clerks
- Wisconsin Municipal Clerk Association
- Metro Milwaukee Clerk Association
- National Bureau of Business Licensing Officials