

Charles M. Duggan, Jr.

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August 29, 2016

Mr. Colin Baenziger  
President  
Colin Baenziger & Associates

Dear Mr. Baenziger:

Please accept the enclosed resume and know that I am excited about the opportunity to apply for the City Manager position with the City of Port St. Lucie. I have always desired to work in a community which combines interesting work challenges while exhibiting superior quality of life in a setting of remarkable beauty. As you can see from my resume, I will bring a varied and comprehensive background incorporating experience from every level of local government. I am an extremely self-motivated professional interested in participating in an organization dedicated to excellence. I was particularly drawn to the statement in the recruiting brochure that the next manager is expected to make Port St. Lucie the best city in Florida, if not the United States.

Throughout my career I have proven my ability to succeed in increasingly responsible and challenging positions. I understand the importance of the City Manager position and I am able to demonstrate the commitment required to perform at the highest level required by the City Council. I have the ability to work collectively to set realistic goals, communicate and collaborate with a wide variety of individuals, analyze complex information and to disseminate clear, focused, realistic recommendations.

During my tenure as City Manager with the City of Auburn I have begun instituting High Performing Organization concepts while seeing public satisfaction with customer service increase each year. Additionally, I currently serve on the Board of Directors of the Alliance for Innovation. The Alliance is an organization striving to foster a community of practice shaping the future of local governance with a vision to be the world's premier network driving innovation in local governance. In addition, I have recently been selected by the Southeast Region of ICMA to serve on the Board of Directors beginning in September 2016.

I am positive that a personal interview will more fully display my qualifications, and my abilities, to join the City of Port St. Lucie team working towards the City's continued success. Thank you for your time and I look forward to meeting with you and Port St. Lucie City Council.

Sincerely yours,

*Charles M. Duggan Jr.*

Charles M. Duggan Jr.  
Enclosure

# Charles M. Duggan, Jr.



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## SUMMARY

Committed local government manager with an excellent history of collaborative, strategic leadership of a high performing management team in a growing, vibrant, business focused community. Extremely skilled at managing and communicating in a dynamic, fast-paced environment. Over twenty years' experience in municipal government with strong emphasis in financial management, economic development, customer service, information technology and planning. Highly effective in improving quality of public services, staff productivity, efficiency, and morale while remaining fiscally focused and operating within existing budgetary restraints. Exceptional ability in assessing needs, forging strategic partnerships, consensus building, and implementing policy changes. Adept at employing innovative problem solving, team building and project management techniques. Excellent writing, interpersonal and presentation skills.

## PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

### COLLABORATIVE LEADERSHIP

- Supervise 12 department heads and advise daily on policy questions, operations, personnel issues, citizen requests and problem situations.
- Manage/operate human resources function for 463 permanent full and part time employees (617 FTE).
- Interview, hire/fire, evaluate performance, and discipline staff and department heads.
- Introduced higher performing organization concepts to management team.
- Created employee team to compose City's Core Value Statement.
- Oversaw team leading to creation and adoption of City's Comprehensive Plan – winner of "Best Comprehensive Plan" 2012 Alabama Chapter of American Planning Association.
- Created steering committee to develop proposed Downtown Plan.
- Led adoption of Opelika Road Corridor Plan to revitalize strategic commercial corridor.
- Collaborated extensively with Chamber of Commerce on downtown event planning and commercial development policy improvements.
- Implemented development review team to foster interdepartmental cooperation, remove barriers and time delays, during engineering and zoning plan approval stage.

### ECONOMIC DEVELOPMENT FOCUS

- Led economic development efforts that resulted in:
  - Job Creation = 3,790 with Capital Investment = \$812,089,292.
  - New Companies = 14 (\$348,876,733 in capital investment and 1,319 jobs).
  - Expansions = 32 (\$463,212,539 in capital investment and 2,271 jobs).
- Sales tax growth: FY2014 receipts approximately 7% higher than FY2013.
- Travelled internationally to attend and lead recruitment and expansion meetings with CEO and upper level management of transnational companies (Germany, France, Korea, etc.).
- Oversaw construction of West Tech Park – a new 400+ acre technology park dedicated to industrial recruitment.
- Ensured completion of infrastructure and Phase I of the Auburn Research Park, a joint-initiative between the City of Auburn, Auburn University, and the State of Alabama.

Charles M. Duggan, Jr.  
Page 2

**ECONOMIC DEVELOPMENT FOCUS (continued)**

- Created development review team/process to better support needs of new and expanding commercial and industrial business and to remove impediments.
- Collaborated with Auburn Mall owners on completion of \$40M renovation and expansion.
- Implemented Commercial Development Incentive Program for sales tax sharing.

**FINANCIAL PLANNING & MONITORING**

- Led presentations to rating agencies which resulted in three upgrades since 2006.
- Analyze fund balance, debt plans, revenues and financial policies to keep budget in line with policy objectives of governing body and sound financial practices.
- Streamlined budget process to facilitate efficient creation, review, and adoption.
- Directed the creation of official, City Council adopted, financial policies.
- Created Solid Waste Enterprise Fund to better track expenditures and revenues.
- Distinguished Budget Presentation Award for last four biennial budgets.
- Eight consecutive years receiving GFOA Certificate of Achievement for Excellence in Financial Reporting CAFR award.

**RELATIONSHIP BUILDING & COMMUNICATION**

- Forged excellent working relationships with local school system, county officials, Auburn University Administration, State and Federal elected officials.
- Developed/furthered partnerships with:  
Auburn University: new Airport terminal, Research Park, Doctor of Osteopathy School;  
Lee County: Jail expansion, Solid Waste disposal bid/contract;  
Auburn City School system funding;  
Chamber of Commerce downtown events.
- Instituted City Manager's Weekly News to update City Council on past week's events and upcoming activities and projects.
- Created monthly Public Works report to assist City Council's knowledge on project schedule and status.
- Citizen Survey satisfaction with city's effectiveness of communication with the public improved from 59% to 75%.
- Citizen Survey satisfaction with Image of the City raised from 78% to 90%.

**EMPLOYMENT**

2006 – Present	Office of City Manager: City Manager and Interim City Manager	City of Auburn, AL
2005 – 2006	Office of City Manager: Assistant and Interim Assistant City Manager	City of Auburn, AL
1998 – 2005	Information Technology: Deputy Director, Asst. Dir., Network Admin	City of Auburn, AL
1991 – 1998	Parks & Recreation: Dir. of Special Programs, League Coordinator	City of Auburn, AL

**EDUCATION**

Master of Business Administration, Elective courses in Public Administration and Information Technology	Auburn University,	Auburn, Alabama
Bachelor of Science, Applied Physics, Elective courses in Electrical and Mechanical Engineering	Auburn University,	Auburn, Alabama