

General Job Application

Job Title

Assistant City Manager

Requisition Number

46448

Personal Data

Contact

First Name

Layne

Middle Name**Last Name**

Hollander

Address

300 Bayberry Drive

City

Plantation

State

Florida

Zip Code

33317

Primary Phone

9549900900

Alternate Phone**Email Address**

layneqhollander@gmail.com

Salary Requirement

What is your desired salary range?

90,000-110,000

Eligibility

Do you have a legal right to work in the U.S.?

Yes

If yes, are you able to provide documents as required by law to verify your eligibility to work in the U.S.?

Yes

Have you ever been convicted of a crime excluding misdemeanors and/or summary offenses?

No

If yes, provide the details for all such instances.

Education Information

High School

High School Name

Palo Alto Senior HS

City

Palo Alto

Did you graduate?

Yes

State

California

College/University

Name of College/University/Other	Start Date	End Date
University of Florida	8/12/1982	12/26/1986
City	State	
Gainesville	Florida	
Degree	Major	Did you graduate?
Bachelors	Political Science	Yes

College/University

Name of College/University/Other	Start Date	End Date
Florida Atlantic University	8/1/1990	8/1/1992
City	State	
Boca Raton	Florida	
Degree	Major	Did you graduate?
Masters	Public Administration	Yes

College/Graduate School

Name of College/University/Other	Start Date	End Date
Nova Southeastern University	8/1/1998	8/1/2000
City	State	
Davie	Florida	
Degree	Major	Did you graduate?
Masters	Business Administration	Yes

Vocational/Technical

Name of Vocational/Technical School	Start Date	End Date
City	State	
Degree	Major	Did you graduate?

Additional Education Information

Please list any additional education below.

4.0 at NOVA graduated with honors

Employment Information

Beginning with your present or most recent employment, describe ALL periods of employment including self-employment, unemployed periods and military service. Your adult employment MUST be complete. Use the space provided below, if necessary. The City of Margate appreciates the reasons why you might prefer that your current employer not know about this application. Be advised that the City generally does not contact any employer until the latter stages of our hiring process.

Most Recent Employer

Start Date	End Date	
2007	5/2/2019	Part Time
Position Title		
Tennis Coach		
Employer	Phone Number	
Self	9549900900	
Address		
300 Bayberry Drive		
City	State	Zip
Plantation	Florida	33317
Duties		
High performance training for college scholarships, very successful in my part time role.		
Reason for leaving?		

still part time

May we contact for reference?

Yes

Previous Employer

Start Date	End Date	
8/1/1999	10/27/2015	Full Time
Position Title		
Operations Manager		
Employer	Phone Number	
American Express	9549900900	
Address		
1 corporate road		
City	State	Zip
Weston	Florida	33331
Duties		
Accountable for the results of 120 associates, 9 Supervisors, 3 IT programmers, and support staff. Cost savings in excess of 15 million dollars, multiple projects completed, lean manufacturing, six sigma, considered to be a subject matter expert in all aspects of billing and payment processing. Handled all billing results for all of American Express's Billing portfolio and letter correspondence, an excess of 30 million statements monthly.		

Reason for leaving?

The department was outsourced to a third party and I took a package as opposed to moving to another state.

May we contact for reference?

Yes

Previous Employer

Start Date	End Date	Full Time
Position Title		
Employer		Phone Number
Address		
City	State	Zip
Duties		
Reason for leaving?		
May we contact for reference?		

Previous Employer

Start Date	End Date	Full Time
Position Title		
Employer		Phone Number
Address		
City	State	Zip
Duties		
Reason for leaving?		
May we contact for reference?		

Previous Employer

Start Date	End Date	Full Time
Position Title		
Employer		Phone Number
Address		
City	State	Zip
Duties		
Reason for leaving?		
May we contact for reference?		

Previous Employer

Start Date	End Date	Full Time
Position Title		
Employer		Phone Number
Address		
City	State	Zip
Duties		
Reason for leaving?		
May we contact for reference?		

Previous Employer

Start Date	End Date	Full Time
Position Title		
Employer		Phone Number
Address		
City	State	Zip
Duties		
Reason for leaving?		
May we contact for reference?		

Additional Work Experience Information

Please list any additional work experience below.

Considered to be a high potential employee at every level. I have mentored multiple people into Vice President positions at American Express.

Skills & Certifications

Professional Certifications and Licenses

USPTA certification

List all jobs skills, abilities, qualifications, and volunteer experience relevant to the position for which you are applying.

Military Experience

Branch of Service

Enlistment Date

Discharge Date

Type of Discharge

Primary Responsibilities & Duties

Applicant Statement

By my signature below, I authorize any federal, state, county or municipal governmental agency, any municipal corporation or political subdivision of this state, or any other state agency, department or division thereof, or any other public or private agency, person, firm, or corporation holding records concerning, that are considered confidential, to supply such information to the City of Margate.

By my signature below, I acknowledge that PRIOR to making a conditional offer of employment to me, the City of Margate may request information which may include, but not limited to, a history of my educational records, a history of my vocational and/or training records, criminal history, any documentation of previous or current on-the-job performance records or history, any reason, excluding any reason based on a medical condition or disability, for termination of any previous employment, any reason, excluding for discharge from military service, or any other personal information that is not medical, health, or disability related in nature which may not otherwise be obtained without prior agreement.

By my signature below, I acknowledge that SUBSEQUENT to making a conditional offer of employment to me, the City of Margate may request not only the information stated above, but also any information of what-so-ever nature regarding both my past or current job related or non-related medical/health condition(s) or disability(ies).

By my signature below, I acknowledge that any such information received by the City of Margate shall become public record pursuant to Chapter 119 of the Florida Statutes.

I Agree

Yes

Signature

Layne Q Hollander

Date Signed: 5/3/2019 9:37 AM

Date Submitted: 5/3/2019 9:49 AM

IP Address: 96.80.78.166

Agency Wide Questions

Do you have any relatives working for the City of Margate?

No

Did you provide at least ten (10) years of relevant work history in the Work Experience section, or if you do not have ten (10) years of work history, did you list the entirety of your work experience in the Work Experience section? If not, please return to the Work Experience section to complete this information.

Yes

Where did you hear about the job opportunity you are applying to?

government jobs

Pursuant to Florida State Statute 119, all applications and materials attached are subject to public records request. Please use the space below to indicate whether or not you have any exemptions under FSS 119. If you do not have any exemptions, please write "N/A".

no expemptions

If you have relatives working for the City of Margate, please enter their name and department in the space below.

Not applicable

Did you provide at least three (3) professional work-related references? If not, please return to this section and add additional professional work-related references.

Yes

Please provide at least three (3) professional work-related references. Please include the following information: reference name, phone number, email address, position title. (Please note: professional work-related references are people who can speak to us about your job performance and are usually people who directly supervise you. For students, or those with limited work history: professional references may include internship/volunteer supervisors or academic teachers/professors).

Will happily provide if I am considered as a serious candidate and I'm contacted.

Assistant City Manager Qualifications

Do you possess a Bachelor Degree from an accredited college or university, with major coursework in Administration, Management, or closely related field?

Yes

Please use the space below to explain what field your Bachelor's Degree is in. If you do not have a Bachelor's Degree, please type "N/A".

Political Science

Do you possess a Master's Degree?

Yes

Please use the space below to explain what field your Master's Degree is in. If you do not have a Master's Degree, please type "N/A".

Two, MPA and MBA

Do you have at least seven (7) years of successful management experience in municipal/county management?

Please use the space below to detail your relevant experience in municipal/county management. Please include where you obtained the experience, what capacity you worked in, how many years of experience you have, and any professional accomplishments.

No

I have over 15 years of highly successful results oriented management experience in the Public Sector

Do you have municipal government experience?

Please use the space below to describe your municipal government experience. Please include where you obtained the experience, what capacity you worked in, and the total number of years of experience.

Yes

I have worked part time for the Plantation Tennis Corporations which manages the Veltri Tennis Center in a Hybrid system. Additionally I'm on the board for a 501c3 not for profit.

Do you possess a DD214 for military service?

Do you have your ICMA Credentialed Manager Certification?

No

No

Please consider this as my cover letter for the position of Assistant Manager City of Margate. Academically I am arguably overqualified for this position and if you considered my private sector work history and public sector work history I would also be considered overqualified. I'm simply looking for an opportunity to do great work again and would be a huge value add for the City of Margate in this position.

Thank you for any consideration,

Layne Q Hollander

LAYNE Q HOLLANDER

300 Bayberry Drive

Plantation Florida, 33317-2615

(954) 990-0900

EDUCATION

Masters of Business Administration, Nova Southeastern University, Sigma Beta Delta, 4.0 GPA

Masters of Public Administration, Florida Atlantic University

Bachelor of Arts in Political Science, University of Florida

American Express, TRS

Operations Manager – Global Billing and Payment Services, March 2000 to November 2015

*Initiated and led Lean Manufacturing in two functional areas in 2012, re-engineering saves across all four shifts totaling \$1,080,000.

*Main responsibilities include the timely production and quality of each job from mainframe receipt, through four functional areas until shipment out of the facility.

*Lead up to nine Team Leaders during an operational shift with accountability for the performance of up to 120 associates.

*Responsible for workflow and staff allocation across the facility, considered to be the “blueprint” for the Operations Manager position.

*Completed a Black Belt Six Sigma project delivering \$350,000 in cost savings.

*Have initiated and led through to completion re-engineering projects that have delivered substantial savings each year and have won multiple Quality Partnership Awards.

*Band 40 assessment results were “very high potential.”

*Chairman’s Award 2012 (Lean Manufacturing), Customer Service Award 2002 (Operations Support).

Senior Business Analyst – Global Mail Solutions, April 1999 – March 2000

*Responsible for tracking, research, analysis, reporting and recommendations towards productivity and quality optimization with ongoing staffing recommendations for resource optimization.

*Gave requirements for the automation of inserting workflow (BMIS), copyrighted 2002.

*Considered to be the SME on multiple Printer and Inserter “refreshes” in the Weston facility.

*Quality Partnership Award winner in 1999.

Team Leader – Billing Operations, January 1995 – April 1999

*Print, insert, presort and mail over 20 million cardmember statements each month. Leadership responsibilities include coaching, developing, empowering, feedback, hiring, motivating, and training a staff of associates.

*Initiated balancing upgrades resulting in an 8% improvement in quality across the department. Provided analysis and recommendation which led to a \$900,000 in cost avoidance.

*Known as “Change Agent,” on three occasions developed the historically lowest performing shift in the department into the most efficient shift. Attained and held top five departmental records for most mail packets inserted during a shift which has only occurred once in the department’s history.

*Quality Partnership Award winner in 1995.

Miscellaneous

*Florida Atlantic University Task Force 2000, Community Leader, Football Committee 1997.

*Part time tennis coach/recruiting advisor & volunteer Frank Veltri Tennis Center since 2007.

*USTA Tournament Director, Girls 18s Big Sectional (2014/2015) & Boys/Girls 18s Level 3 doubles

*Summer/Holiday College/Junior Tennis Training coach 2012, 2013, 2014, 2015 Frank Veltri Tennis Center
