

## General Job Application

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**Job Title**

Assistant City Manager

**Requisition Number**

46448

### Personal Data

#### Contact

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**First Name**

Lori

**Middle Name****Last Name**

Milano

**Address**

3901 NE 27 Avenue

**City**

Lighthouse Point

**State**

Florida

**Zip Code**

33064

**Primary Phone**

9547826874

**Alternate Phone****Email Address**

lorimilano@comcast.net

### Salary Requirement

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What is your desired salary range?

\$100,000

### Eligibility

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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

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**High School Name**

Westminster Academy

**Did you graduate?**

Yes

**City**

Fort Lauderdale

**State**

Florida

#### College/University

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**Name of College/University/Other****Start Date****End Date****City****State****Degree****Major****Did you graduate?**

## College/University

Name of College/University/Other	Start Date	End Date
City	State	
Degree	Major	Did you graduate?

## College/Graduate School

Name of College/University/Other	Start Date	End Date
City	State	
Degree	Major	Did you graduate?

## 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.

## 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	
2/2019	4/2019	Full Time
Position Title		
Assistant Director		
Employer	Phone Number	
City of Lake Worth	5615861683	
Address		
1900 2nd Avenue North		
City	State	Zip
Lake Worth	Florida	33431
Duties		
see resume		
Reason for leaving?		
reorganization		
May we contact for reference?		
Yes		

## **Previous Employer**

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

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Yes		

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## Additional Work Experience Information

Please list any additional work experience below.

## Skills & Certifications

### Professional Certifications and Licenses

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

*Lori Milano*

Date Signed: 5/3/2019 4:12 PM

Date Submitted: 5/3/2019 4:23 PM

IP Address: 73.125.61.57

## 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?

web site

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".

N/A

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

none

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).

see resume

## 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

Do you possess a Master's Degree?

Yes

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

Yes

Do you have municipal government experience?

Yes

Do you possess a DD214 for military service?

No

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".

Business

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".

Business

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.

See resume

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.

See resume

Do you have your ICMA Credentialed Manager Certification?

No



LORI J. MILANO, MBA  
3901 N.E. 27 Avenue, Lighthouse Point, Florida 33064  
Telephone: (954) 782-6874  
[lorimilano@comcast.net](mailto:lorimilano@comcast.net)

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### **OBJECTIVE**

*A professional management position utilizing management, leadership, supervisory and administrative skills through regularly encountering and solving problems, managing budgets and meeting targets to benefit mutual growth and success. Acknowledged as a hands on manager with an ability to think outside the box to problem solve and provide an exemplary record of customer service.*

### **CAREER PROFILE**

*Experienced team and detailed-oriented director/manager specializing in running departments, programs and projects including community relations, construction management, marketing, public administration (city government), housing, training and development and staff supervision. Expertise includes significant customer contact providing outstanding customer service.*

### **PROFESSIONAL EXPERIENCE**

#### **City of Lake Worth, Lake Worth, Florida**

**2017 - 2019**

##### **Assistant Director, Department for Community Sustainability**

- Serve as Acting Director for the Department in the absence of the Director
- Manage the daily operations of the Department: administration, building, code compliance and business license
- Handle marketing, contracts, procurement of services, RFP's RFQ's, media, public relations, budget management, construction, quality assurance and compliance with codes, ordinances, policies and procedures.
- Prepare City Commission agenda items
- Mentor, motivate, recruit and direct professional, paraprofessional and technical staff in all divisions in the Department resulting in an increase in efficiency and employee morale resulting in a seamless operation.
- Prepare Ordinance amendments
- Interact with key Department heads: City Attorney, Palm Beach Fire-Rescue, Palm Beach Sheriff, Public Works, Parks and Recreation, CRA, Human Resources
- Prepare and manage all department contracts
- Evaluate and redefine building, code and license inspections
- Implement All IN Program
- Develop a Landlord Initiative Program
- Create and implement a Red Tag Program addressing abandoned and inoperable vehicles
- Responsible for all Human Resource issues, hiring new employees, performance reviews
- Work directly with Unions
- Administer and manage Special Magistrate hearings

#### **UNITED WAY, Fort Lauderdale, Florida**

##### **Housing Specialist Director**

**2013 – 2017**

- Provide housing and suitable living environment for low-moderate income families.
- Form relationships with landlords for affordable housing.
- Develop and implement new federal grant SSVF programs for veterans.
- Administer required reports for United Way grants.
- Provide services to veterans under grant requirements.
- Work and coordinate housing efforts with other regulatory agencies.



- Interface with community leaders, activists, boards regarding projects, financing, and community programs.

**HGD, LLC, Lighthouse Point, Florida****2011 – 2013****Principal, Community Volunteer**

Managed family owned real estate portfolio in which responsibilities included budget management, construction contracts, marketing, troubleshooting, customer interaction and scheduling.

- Chaired meetings on City Board leading to compliance with laws, ordinances and codes.
- Assisted charitably in building of homes through painting, roofing and landscape efforts.
- Teacher, Broward County.
- Volunteered as teacher using presentation, communication and organizational skills leading to student graduation.

**SEMINOLE TRIBE OF FLORIDA, Hollywood, Florida****2007 - 2011****Assistant Director of Housing**

Directed and managed internal and external projects on Reservations including capital improvement projects. Maximized employee effectiveness. Full service department handled marketing, contracts, procurement of services, media, public relations, budget management, construction, quality assurance and compliance with codes, ordinances, policies and procedures.

- Constructed over 30 homes yearly with each home valuing in excess of \$1MM.
- Hands on inspection of construction jobs and other projects.
- Approved expenditures: contracts, work orders, requisitions, purchase orders
- Delivered presentations to Council regarding contracts, projects and other departmental issues.
- Facilitated agency interaction to obtain required approvals.
- Interacted with key departments for project success: legal, public works, building, and engineering.
- Provided debt consolidation for members reducing monthly payments by 60% on average.
- Managed facilities and supervised technical disciplines: HVAC, electrical, plumbing, general repair and management /administrative staff.
- Evaluated and redefined inspection program for existing housing stock by creating new forms, realigning staff, creating new leases, providing financing, creating maintenance and marketing program for services.
- Maximized bottom-line results, realigned departments, redefined staffing and redefined company focus resulting in efficient operations and 15% reduction in operating expenses.
- Developed and managed rehabilitation project of 30 homes involving member relocation, fulfilling member's needs, construction, lease management and supervision of contractors resulting in livable homes.
- Spearheaded inventory control system reducing excess stock by 10% and eliminating waste.
- Mentored, motivated, recruited and directed professional, paraprofessional and technical staff resulting in increase in work performance and creating a seamless operation.
- Increased customer service ratings by 80% by developing marketing material promoting the department and servicing the community.
- Handled multiple construction projects involving interaction with contractors, subcontractors, meetings, requisitions, financing, contracts, leases and negotiations.
- Interacted and acted as liaison between appointed officials, department heads, regulatory agencies and community activists providing support to new programs and strategic vision.

**SEMINOLE TRIBE OF FLORIDA, Hollywood, Florida****Services Manager****2006 - 2007**

Managed administration of housing department meeting with Councilmen, top management and community leaders. Developed and implemented team formations for new programs.



- Increased occupancy rates by 20% by implementing and increasing the effectiveness of programs.
- Prepared, implemented and operated financially within budget.
- Negotiated contracts, secured and managed procurement of services. (RFP, RFQ)
- Recruited, trained and managed professional, paraprofessional and technical staff.
- Achieved recognition for department for outstanding customer service by developing new policy and procedures which led to consistency and department efficiency.
- Planned, organized and managed community events.
- Directed and managed community projects: new playgrounds, rehabilitation of rental units, new mail delivery systems and community parks.
- Procured products from suppliers with lower prices consistently saving company over 10%.
- Created educational and marketing material such as newsletter, services brochures and activity books resulting in an increase in customer service and customer awareness of services.

**CITY OF FORT LAUDERDALE, – Fort Lauderdale, Florida****1999 - 2006****Director - Community Inspections – Fire, Rescue and Building Department**

Led the department handling all inspections insuring compliance with laws/codes/ordinances (FBC, FSS, NFPA) through the administration of Boards: Property and Right of Way, Code Enforcement Board, Special Magistrate, Unsafe Structures Board, Community Services Board, Planning and Zoning Board, Historic Preservation Board.

- Successfully implemented an Amnesty Program raising over \$1.3 million in thirty days exceeding goal by 236%.
- Implemented marketing program resulting in customer service rating increase of 85%.
- Recognized as Department of the Month for outstanding customer service not only externally but internally as well.
- Realigned department resulting in reduction in department expenses.
- Recruited, hired, trained and managed over 70 employees.
- Developed and managed neighborhood revitalization programs resulting in increased property values and organized structured community/civic associations.
- Reported to City Manager, elected officials and community and business groups on department operations.
- Negotiated win-win situations with department/staff and citizens regarding property improvements and financial obligations.
- Increased service levels while decreasing expenses by eliminating/realigning positions, redefining jobs, reevaluating programs and increasing revenues resulting in a cost savings of over 15%.
- Created and implemented a 'paint your heart out program' to assist homeowners with repairs and maintenance thereby beautifying neighborhoods.

**CITY OF FORT LAUDERDALE, Fort Lauderdale, Florida****1994 - 1999****Manager of Community and Economic Development Department****CITY OF FORT LAUDERDALE, Fort Lauderdale, Florida****1992 - 1994****Administrator – Planning, Zoning and Building Department****CITY OF FORT LAUDERDALE, Fort Lauderdale, Florida****1989 - 1992****Administrative Assistant - Planning, Zoning and Building Department****EDUCATION**

Nova University (Nova Southeastern University), Davie, FL  
Master of Business Administration (Dean's List)

Florida Atlantic University, Boca Raton, FL

Bachelor of Arts

Westminster Academy, Fort Lauderdale, FL  
High School Diploma

**COMMUNITY SERVICE/CERTIFICATIONS**

Code Enforcement Board Chair, City of Lighthouse Point  
National Fire Academy Management Program  
FEMA ISO Certification  
International City/County Management Association (ICMA)  
Advisory Panel Member for Selection of top officials (Fire Chief, Police Chief, other)  
Broward County Public Schools Youth Motivator Program  
Florida, American and Gold Coast Associations of Code Enforcement (FACE, AACE, GCACE)  
Reading Pals, United Way of Broward County  
VITAS Volunteer  
Youth Group Leader, St. Paul the Apostle Catholic Church  
Certified CCD Teacher, St. Paul the Apostle Catholic Church  
Completed coursework in LEED Certification  
Soroptimist International  
Teacher, Zion Lutheran Church and School  
Teacher, St. Ambrose Catholic Church  
Junior Achievement  
Habitat for Humanity of Broward Volunteer  
  
Certified General Contractor  
Supreme Court Certified Mediator  
Certified Code Professional: Florida Association of Code Enforcement (FACE)