

Thomas S. Heck

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CAREER HIGHLIGHTS

A consistent high achiever and visionary with a strong 'can-do' attitude who has been routinely appointed to transform various operations and systems, taking them to cost effective national benchmark standards.

- 30 years of leadership and project management experience in government; managing programs valued up to \$834M, regularly saving various communities and taxpayers millions of dollars.
- A detailed, focused fiscal manager who has successfully developed processes and procedures that produced significant cost savings for budgets valued at up to \$50M.
- A strengths based leader who has successfully developed and implemented a myriad of initiatives and programs while maintaining a high level of transparency, bi-directional communication and accountability for on-time, every time results.
- Experienced spokesman working with the print/electronic media as well as citizen advocacy groups, i.e. worked with Washington Post, 100 member Downtown Business Association, and others.
- An approachable leader who fosters strong relationships while still making work fun.
- Provides a big picture focus with strong strategic planning skills. Demonstrated flexibility in developing meaningful relationships with elected officials, stakeholder groups, media, and citizens.
- Extensive infrastructure experience including electrical power operations, water, and sewer utilities.
- Have often been a change agent, taking a marginal operations and turning them into a highly responsive benchmark organizations.

EMPLOYMENT EXPERIENCE

Tom's Consulting
Reno, NV

2011 – Present

- Assisted Nevada candidate in his United States Congressional Campaign.
- Performed property management for rental properties.
- Managed \$600,000 investment portfolio.
- Participated and assisted in local political organizations.

Town Manager
Manalapan, FL (Pop. 365)

2010

- Left Manalapan after supporting the commission's reorganization efforts to combine the Town Manager and Finance Director position to produce the required budget reductions.
- Directed all municipal administrative operations through a staff of 35 and a \$9M budget.
- Responsible for providing leadership, direction and management of all municipal departments including the Finance Department, Human Resources, Police, the Town Attorney, the Town Clerk and the Town Library.
- Managed a Water and Sewer Utility including budgeting, and a \$6M capital improvements program. Developed badly needed capital improvements program.
- Implemented a program based budgeting process with guiding metrics. Developed and monitored the Town Annual Budget; presenting it to a seven member Commission for approval.

Director, General Services
El Dorado County, CA (Pop. 175,000)

2008 – 2009

- Accepted a short term opportunity as a change agent to resolve long standing department problems that 7 directors in five years could not fix – developed and implemented strategic action plan and corrected deficiencies.
- Managed 60 personnel and a \$25M budget for Capital Projects, Parks, Facilities, and Fleet.
- Successfully resolved long-standing politically sensitive personnel and program issues within the department, improving customer responsiveness, department efficiency and effectiveness.
- Built strong working relationships with department heads and other agencies; working their priorities for the first time.

Interwest Consulting Group
Northern California Assignments

2005 – 2007

- Extensive skills and abilities allowed me to fill numerous consultant leadership roles in different communities for development services, maintenance, design, and capital construction.
- Managed \$20M Downtown Revitalization and \$20M Park and Aquatics Center Project to include obtaining stakeholder input, facilitating community special interest meetings, design and construction management, contract oversight, resolving parking shortages, as well as working with utility companies and state agencies. Successfully awarded these two \$20M projects.
- Served as the Engineering Manager in Yuba City, CA providing movement of a languishing \$50M capital program and development projects; later assigned as Lead Plan Check in Development Services, then Senior Project Manager and then Director of Operations – all in Elk Grove, CA based on need – versatility as a consultant highly valued!
- Routinely collaborated with City Council, other city leaders, and community stakeholders providing project updates, technical assistance, problem solving, and action planning.
- Worked with and provided oversight to developers to ensure construction compliance with local, state, and federal standards.
- Managed plan check, development conditioning, and adequacy of improvement plans, infrastructure, and designs for development projects. Managed 20 plus consultants.

Deputy Director of Public Works
Reno, NV (Pop. 200,000)

2000 – 2005

- Routinely collaborated with the City Manager, City Council, Civil Service Commission, other city leaders, Regional Transportation agency, and other community stakeholders.
- Lead the operations of 170 personnel and a \$27 million budget for city maintenance (i.e., streets, traffic signal, sewer and storm systems, fleet, facilities, and a 4MGD treatment plant).
- Developed and implemented process improvement initiatives, system transformation and organizational culture change to bring City maintenance operations up to national benchmark standards, resulting in city savings of over \$3M annually.
- Developed a \$100K leadership-training program for subordinate managers, supervisors and staff.
- Worked with local media and citizen groups on snow plowing priorities, street sweeping frequency, and PM10 particulate problem.

Director, Buildings and Grounds
University of Southern California
Los Angeles, CA (Pop. 20,000)

1998 – 2000

- Lead a staff of 80 personnel and \$9 million budget for multiple geographically separate locations.
- Built, implemented, and monitored annual operating/capital requirements budget.
- Provided financial and operational analysis to USC leadership.

- Spearheaded organizational improvements for maximum productivity and customer responsiveness resulting in savings to the University of over \$150K annually.
- Established performance metrics and ensured compliance with federal, state, and local regulations.
- Resolved long standing but sensitive personnel problems.

U.S. AIR FORCE 1977 – 1998

- Entered the Air Force as 2nd Lieutenant; advanced to Lieutenant Colonel. Retired and decided to use my military skill set in the public sector to bring improved efficiency and more judicious use of taxpayer dollars with strategic focus, vision, and metrics to produce benchmark results.
- Responsible for managing 400 personnel for maintenance and repair of 10 million Square Feet (SF) of facilities including 500 administrative/industrial buildings, 6.4M SF of pavements, 7,800 acres of grounds, and 2,500 housing units.
- Developed and managed programs valued at up to \$834M, producing quality on-time results.
- Strategic planner who managed a \$50M military training program for nation building throughout Central and South America.
- Was a frequent media spokesman and worked closely with citizen groups.
- Often choose to assume leadership of failing operations; quickly turning them around.

EDUCATION

- Pepperdine University, Malibu, California: Executive Master's of Business Administration (MBA).
- George Washington University, Washington D.C.: Education Specialist Degree (Ed. S.), Human Resource Development (Post Graduate Degree).
- Troy State University, Troy, Alabama: Master of Science Public Administration (MPA).
- United States Air Force Academy, USAF Academy, Colorado: Bachelor of Science Degree (BS), General Studies: Civil Engineering/Math.

MEMBERSHIP

ICMA

ICMA Credential: I am an applicant needing one more year as City Mgr to become a candidate.

Florida League of Cities