
JUANITA D. JACKSON, MBA

Palm Bay, FL 32908

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(321) 544-9067

SUMMARY

Accomplished and motivated employee with twenty-five years of progressive leadership and fiscal prudence experience. Experienced in interacting and partnering with internal and external customers, training, performing financial analysis, and managing operational activities.

AREAS OF EXPERTISE

Certified Franklin Covey Facilitator

Lean 6 trained

Strong organizational and leadership skills

Complex problem solving and decision-making

Management and budgeting

Analytical Reasoning

SAP financial software

MS Office Excel and Word

PROFESSIONAL EXPERIENCE

HOUSING & HUMAN SERVICES, BREVARD COUNTY

Viera, FL

Interim Director

11/24-Current

- Directs, coordinates, and supervises the planning, development, implantation and evaluation of the programs and services the of department.
- Presents the goals, objectives, and reports of the programs to the Board for input and direction.
- Identifies information and resources necessary to access community needs. Maintains contact and attend meetings on social and health issues with Federal, State and Local agencies to represent the interests of the County and to develop resources.
- Conducts department team and other meetings. Ensures compliance with merit system rules and policies. Organizes the team to effectively carry out programs.
- Coordinates with Local, County State, and Federal agencies regarding administrative, contractual, and grant matters.
- Responds to inquiries from County Commissioners, other departments, and members of the public, resolving citizen complaints, and preparing and reviewing responses to public records requests.
- Assists in coordination of staffing of Special Needs and General Population shelters and the Emergency Operations Center.
- Responsible for employee-related functions including hiring of new employees, performance evaluations, discipline issues and grievance handling.

Deputy Director

08/22-11/24

- Managed and coordinated the operational activities of the Department's Contract, Finance, Community Action Agency, and Emergency Rental Assistance Teams.
- Acted as Department Director in absence of Director.
- Assisted in responding to inquiries from County Commissioners, other departments, and members of the public, resolving citizen complaints, and preparing and reviewing responses to public records requests.
- Coordinated with Local, County State, and Federal agencies regarding administrative, contractual, and grant matters.
- Was responsible for employee-related functions including hiring of new employees, staff training, performance evaluations, discipline issues and grievance handling.
- Assisted in coordination of staffing of Special Needs and General Population shelters and the Emergency Operations Center.
- Created, reviewed, and approved department budget requests.

HUMAN RESOURCES, BREVARD COUNTY

Viera, FL

Employee Relations Manager

06/18-08/22

- Conducted training on key employee relations classes inclusive of Workplace Harassment Awareness and Prevention, Ethics, Communicating for Results, Conflict Resolution, Supervising in Today’s Work Environment, Managing Diversity, Making Performance Evaluations Work.
- Certified Facilitator for “7 Habits of Highly Effective People 4.0,” “The 4 Essential Roles of Leadership”, and “The 6 Critical Practices for Leading A Team”.
- Consulted with and advised Senior Leadership on issues involving grievances, discipline, employee performance, and request for accommodations.
- Mediated disputes between employees and between employees and supervisors. Conducted supervisor/employee counseling sessions and grievance meetings.
- Conducted inquiries/investigations into complaints of discrimination and equal employment opportunity concerns.
- Advised departments on how to deal with employees that qualify under The Americans with Disabilities Act or Family Medical Leave Act.

HOUSING & HUMAN SERVICES, BREVARD COUNTY

Viera, FL

Assistant Department Director

07/14-06/18

- Graduate of Leadership Brevard
- Lean 6 Sigma Team Leader for Department Project
 - Implemented Lean Initiatives
- Managed and coordinated the operational activities of the Department’s Contract, Finance, and Community Action Agency Teams.
- Acted as Department Director in absence of Director.
- Coordinated with Local, County, State, and Federal agencies regarding administrative, contractual, and grant matters.
- Directed the gathering of information used in the preparation of the departments operational and capital budgets in accordance with established County policies and procedures.
- Reviewed and approved department budget requests.
- Was responsible for assisting with employee-related functions including the hiring of new employees, staff training, performance evaluations, discipline issues and grievance handling.
- Assisted in responding to inquiries from County Commissioners, other departments, and members of the public, resolving citizen complaints, and preparing and reviewing responses to public records requests.

Department Finance Officer

12/05- 07/14

- Graduate of Executive Leadership Institute for local government.
- Ensured compliance with General Accepted Accounting Principles (GAAP), federal, state, county, and agency regulations and restrictions.
- Performed comprehensive analysis and projections, relating to government trends, and grant financial planning.
- Developed, implemented, and monitored \$42 million budget inclusive of multi-vendor contracts, grants, and capital improvement projects:
 - Analyzed department financial data to ensure efficient and accurate use of resources, sufficient available budget, prompt and accurate payment of invoices, and resolve any billing and purchase orders issues.
 - Daily customer interaction with County Budget Office and Accounts Payable Department.

- Managed and supervised professional staff under the Finance Team and provide financial leadership for department of 50+ employees.
- Reconciliation of SAP financial software with state and federal grants, and with ACH and check deposits.
- Produced and oversaw monthly and quarterly grant reimbursement request and reports using multiple government payment request systems. Developed policies and procedures for prompt payment of department invoices and contract reimbursement request.
 - Reduced turnaround time and increased accuracy of invoice payments.
 - Developed checks and balances to ensure integrity of all finance-related activities.
 - Centralized all budgeting and finance functions of the department.

BUDGET OFFICE, BREVARD COUNTY

Viera, FL

Budget Analyst II

10/01-12/05

- Developed County’s annual operating and capital projects budgets from creation to publication and distribution.
- Managed and contributed to budget development for five County agencies including the County-Wide General Fund, enterprise departments, special revenue departments, internal service departments, and Sheriff’s Department.
- Prepared and analyzed reports to ensure proper funding. Identified and forecast revenue and expenditure trends. Analyzed, audited, corrected, and approved budget changes and position changes for departments.
- Served as point of contact on fiscal issues for internal and external customers requiring coordination with county wide agencies to resolve budget issues, trouble shoot tasks, complete assignments, and provided assistance regarding operating and capital budgets, positions, and budget software issues.
- Trained and provided leadership for Budget Analysts 1’s within the department.
- Assisted in development and implementation of organization wide change from spreadsheet-based (excel) budgeting to SAP financial system and upgrade which included implementation and training with external customers.

BREVARD COUNTY-COUNTY FINANCE

Titusville, FL

Professional Accountant II

08/99-10/01

- Responsible for maintenance and reconciliation of accounts in accordance with GAAP and maintaining fixed assets records including depreciation schedules. Reconciliation of the County’s bank accounts to several major County departments including Water Utilities and providing cash flow guidance to those departments.
- Performed comprehensive analysis and oversaw financial transactions inclusive of journal entries and postings for several major County departments.
- Assisted in the preparation, editing, and production of the County’s Comprehensive Annual Financial Report (CAFR) including the financial statements and supporting schedules in accordance with GAAP.

EDUCATION

MBA

Webster University Melbourne, FL

B.S. Accounting

University of Central Florida Orlando, FL