



# CITY OF ALBUQUERQUE

Albuquerque, New Mexico

Office of the Mayor

EC-15-337

Mayor Richard J. Berry

## INTER-OFFICE MEMORANDUM

May 11, 2015

**TO:** Rey Garduño, President, City Council

**FROM:** Richard J. Berry, Mayor *RJB*

**SUBJECT:** Appointment of Natalie Y. Howard to the Position of City Clerk

Pursuant to Section 4(f) of Article 5 of the City Charter, I am submitting for your advice and consent the name of Natalie Y. Howard for the position of City Clerk. Ms. Howard will become City Clerk upon confirmation of the City Council.

Ms. Howard was born and raised in Albuquerque, New Mexico and received her undergraduate degree from the University of New Mexico in 1994 with a major in Sociology and a minor in Political Science. She continued on to receive her Master's degree in Public Administration, also from the University of New Mexico in 1998. She was a member of the Pi Alpha Alpha honor society and earned a certification in Human Resource Management.

Ms. Howard has worked in municipal government for the last twenty one years. She began her career with the Keep Albuquerque Beautiful program focusing on grass roots community engagement, education and programming. She then gained experience in budget, revenue and grant administration at the Solid Waste Department as a Management Analyst.

In 2005 was then promoted to the Administrative Services Manager where she managed customer relations, dispatch, graffiti removal services, billing services, code enforcement, and marketing. After nineteen years with the department, she was hired to manage Public Service University under the Human Resources Department. This role enabled her to create programs to enable City goals and objectives through employee development and education.

For the past seven years, she has been an instructor at the University of Phoenix teaching courses in critical thinking methods, human resources and business ethics.

I ask for your support in appointing Natalie Howard, a highly competent and experienced individual, to the position of City Clerk.

Subject: Appointment of Natalie Y. Howard to the Position of City Clerk

Approved:

  
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Robert J. Perry  
Chief Administrative Officer

  
\_\_\_\_\_  
Date

# Natalie Y. Howard

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## Professional Summary

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Results driven professional with over 20 years of management experience. Transformational leader who facilitates collaboration to achieve mutually beneficial objectives across multiple departmental goals. Works to ensure high quality customer service while achieving organizational objectives in key progress indicators including compliance, revenue, and budgetary goals. Inspirational leadership style which motivates staff to excel and strive for positive results. A recognized leader with years of dedicated public service with success in policy and operational based reform. Penchant for collaborative problem solving and leveraging fiscal resources to achieve policy goals. Proven articulate communicator with a passion for public service.

## Skills

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- Compliance Management
- Public Speaking
- Municipal Budgeting
- Organizational Planning
- Government Policies and Ordinances
- Community and Customer Service Focused
- Persuasive / Effective Communicator
- Training/Development
- Change Management
- Human Resource Management

## Accomplishments

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- Special project for the Chief Operations Officer which entailed consulting with City Departments to enable both organizational and operational efficiencies through the development of success indicators and organizational impacts (organizational development). Deliverables include a five year strategic plan, a capital improvement plan, human resource and training plans.
- Amended the Refuse Ordinance to become the Solid Waste Management and Recycling Ordinance.
- Initiated the first electronic waste recycling program for the City of Albuquerque.
- Executed the first pilot program for automated cart based recycling.
- Initiated, planned and executed numerous community cleanup, beautification and recycling events to build awareness and improve the quality of life for the citizens of Albuquerque.
- Fostered various community partnerships and outreach efforts.
- Steered the implementation of two billing software systems.
- Responsible for the implementation and development of a newly established customer service call center.
- Created and implemented programs to support City of Albuquerque goals and objectives through employee development, education and improved hiring practices.
- Worked collaboratively to revamp the current New Employee Orientation to improve employee retention and integration.

## Education: University of New Mexico

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**Masters of Public Administration**  
December 1998

**Bachelor of Arts Degree**  
May 1994  
Major: Sociology    Minor: Political Science

## Experience

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### City of Albuquerque

1994- Present

#### ***Public Service University Division Manager, Human Resources Department***

Provide strategic direction, leadership and consultative expertise on the creation, design, and implementation of City-wide organizational learning systems and the Public Service University. Achieve organizational efficiency and effectiveness by creating City-wide business development initiatives that include competency modeling, succession planning, work-force development, organizational change management, performance management, human capital capabilities assessment, advanced management leadership and strategy design and deployment consultation.

#### ***Administrative Services Manager, Solid Waste Management Department***

Administered, managed, and directed the functions of the Administrative Services Division which consisted of: billing services (\$60M annual revenue), asset management, facilities maintenance, safety and training, customer service, automated cart distribution, and graffiti removal services. Research and program development, legislative composition, ordinance revisions, rate structure adjustments, including development of the annual Cost of Service study and report preparation. Liaison for the City's Legal department for legislation, collections, City ordinances and contracts. Complied with records retention guidelines. Responded to IPRA requests. Developed policies and procedures for the Department. Created reports, statistical data, trend analysis and other information for program efficiency and effectiveness for short term and long term planning. Administration of City Council priority objectives. Planned strategically for long term sustainability.

#### ***Management Analyst II, Communications, Marketing & Education, Solid Waste Department***

Management and oversight of the Billing, Revenue and Marketing Section. Prepared budget documents, monitored and appropriated grant funding. Forecasted operational growth and revenue. Researched funding opportunities and wrote grant proposals. Responded to audit questions from both internal and external entities. Prepared account documentation and history for cases. Represented the department at legal hearings at the Office of Administrative Hearings. Spearheaded the recycling, education and public relations program.

#### ***Keep Albuquerque Beautiful Coordinator, Solid Waste Management Department***

Initiated a grass roots effort to improve the aesthetics of the city and to instill pride and awareness in the community. Developed grant proposals and ensured proper compliance grant funds. Developed, negotiated, monitored, and evaluate operating and grants budgets. Provided cost/benefit analysis and other statistical reports to the national Keep America Beautiful program and the City. Administered and coordinated efforts of a volunteer executive board, and four subcommittees consisting of concerned citizens, business representatives and government agencies. Developed media and advertising campaigns. Initiated recruitment of volunteers, monetary and in-kind support for the program. Conduct public presentations and seminars to schools, businesses civic groups and organizations.

### University of Phoenix

2008- Present

#### ***Instructor/Facilitator***

Instruction of business administration and management college courses at the graduate and undergraduate level such as: Decision Making & Critical Thinking, Negotiations, Ethics in Management, Project Management, Human Resource Management and Theory, Practice & Application. Participate in continuous education and training provided by the University of Phoenix to gain knowledge of facilitating techniques and the latest management trends and strategies in order to provide students with tools to be successful managers.