

October 19, 2020

East Grand Rapids City Council
East Grand Rapids City Hall
750 Lakeside Dr SE
East Grand Rapids, MI 49506

RE: East Grand Rapids City Manager

Via email

Attn. East Grand Rapids City Council:

Thank you for the opportunity to apply for the position of East Grand Rapids City Manager. I have 20 years of municipal management experience with a skill set that would be an excellent fit for East Grand Rapids.

In my fifteen years of service as Howell City Manager, I oversaw day to day operations of a full-service community. These services include finance, economic development, human resources, police, public works, planning/zoning, and water/sewer utilities. My ability to work with outside partners is reflected in the assorted regional partnerships that I helped implement in Howell and other communities.

During the 2008 recession, I was able to guide Howell through tough economic times while maintaining high quality services. Implementing a staff reorganization, changes to reduce legacy costs as well as completing a comprehensive city-wide infrastructure program were some the achievements I had during my tenure.

Another one of my accomplishments was to enhance the City of Howell's relationship with its Downtown Development Authority. In 2005, a year after I started, the City of Howell became one of the first Michigan Main Street Communities. This work eventually led to Howell being named a Great American Main Street Community in 2018. The partnership enabled the City to become a Redevelopment Ready Community in 2019.

I believe in a participatory management style and in my experience, a City can deliver high quality services only when the organization works as a team.

It would be an honor and privilege to work with the East Grand Rapids Council and staff. If you have any questions, please do not hesitate to contact me at 517-404-2504.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shea Charles', written in a cursive style.

Shea Charles

Reid S. “Shea” Charles, II

611 Kimball Street, Howell MI 48855

517-404-2504

rsc2nd@hotmail.com

Professional Experience

Michigan Municipal Services Authority

October 2019 – Present

Interim CEO

Howell, MI

- Responsible for Authority’s day-to-day operations including contract administration of cloud based financial systems for City of Grand Rapids and Kent County.
- Serve as Director of Local Community Stabilization Authority responsible for distribution of personal property tax reimbursements and administration of the Michigan METRO Act.
- Lead organization through visioning process determining future efforts, currently implementing the strategies.

City of Howell

June 2004 – June 2019

City Manager

Howell, MI

- Participative management style, implemented into day-to-day operations, resulting in a high-performance organization with a service focus for residents, businesses and visitors.
- Assisted Downtown Development Authority with application and designation as a Michigan Main Street Community in 2005. Culminating in being designated a Great American Main Street Community in 2018.
- Community designations received during tenure, Michigan Main Street Community 2005, Cool City Designation 2006, Great American Main Street Award 2018, 2019 Redevelopment Ready Community.
- Experienced labor negotiator working with four separate unions on comprehensive reforms of retirement benefits & health insurance costs. Transitioned employees from retiree health care plans to health care savings plans.
- Lead community through recession of 2008 maintaining AA- credit rating.
- GFOA’s Certificate of Achievement for Excellence in Financial Reporting designation for last eleven years.
- Oversaw comprehensive multiyear infrastructure project worth \$28 million, reconstructing 30% of the City’s infrastructure with multiple funding sources including federal grant funds, Drinking Water Revolving Fund and bond issuances.
- Oversaw department consolidation reducing city staffing by 25% while maintaining service levels.
- Developed comprehensive multi-year financial forecast.
- Implemented intergovernmental partnership with City of Brighton for shared Information Technology Services reducing operational costs by half for both communities.
- Lead successful negotiations for creation of multi-jurisdictional recreational authority comprised of four townships and the City.
- Oversaw intergovernmental effort to create fiber optic network connecting all city facilities and providing interconnection with Livingston County for public safety networks.

City of Hart

April 2001 – June 2004

City Manager

Hart, MI

- City Manager overseeing full-service community with twenty full-time employees including water, sewer and electric.
- Oversaw completion of \$5.2 million upgrade of city wastewater treatment plant and hiring of private management firm for plant operations.
- Oversaw major technology upgrade in City Hall including installation of first City network.
- Successfully negotiated development agreement for first new housing project in twenty years.
- Implemented first major sewer rate change in five years.
- Negotiated two union contracts converting traditional health insurance programs to more cost-effective programs.
- Oversaw construction of \$1.4 million new library.
- Oversaw construction of \$1.1 million electrical substation.
- Board member of Michigan Public Power Agency, Vice Chair of Northern Lights Generation Project.
- Coordinating development of five community recreation plan including the City, surrounding townships and school districts.

City of Lapeer

May 1996 - April 2001

Management Specialist

Lapeer, MI

- Member of the Management Team reporting to the City Manager. The team's responsibilities included developing, evaluating and implementing programs and procedures for all City operations.
- Coordination and implementation of City's Year 2000 Compliance and Contingency Planning Efforts; oversight of City operations during Year 2000 rollover.
- Development and implementation of City MIS Strategic Plan, including implementation of new computer Novell/Windows NT system, employee training and financial applications.
- Directed and coordinated conversion of City's financial system from mainframe system to client/server-based system. System implementation included evaluation and redesign of various work processes and procedures for all departments.
- Worked with all departments to improve operations, including consolidation of water billing process and reorganization of DPW street department.
- Designed and implemented human resource programs, including, Employee Assistance Program, and City Drug & Alcohol Testing program for DOT.
- Served as City's Risk Manager and Chair of City Safety Committee. Designed City safety program including implementation of MIOSHA safety policies.
- Served as administration representative to City Cable Advisory Board, responsible for insuring franchise compliance and reviewing/assessing new telecommunication legislation.

City of Birmingham

June 1995 – May 1996

Administrative Intern

Birmingham, MI

- Assisted management team with programs and procedures for City operations.
- Developed new reporting forms and procedures for worker's compensation, including evaluating city-wide safety program.
- Participated in city negotiating team for Teamsters union contract developing city proposals and evaluating union proposals.
- Developed new job classification system for Public Services Division.
- Developed and implemented city Drug & Alcohol Testing program.
- Evaluated city's financial exposure to section 7, of FLSA (Regular Rate overtime). Developed strategy to deal with the current issue and future compliance.
- Worked with City Manager and Finance Department on annual city budget; performed yearly evaluation of city's Capital Improvement Program. Assisted public services division with departmental budget.
- Worked with Assistant City Manager to develop MIS strategic plan for computer system upgrade and development of citywide information flow.
- Represented city at various legislative briefings on behalf of the City Manager.

City of Ann Arbor

June 1995 - September 1995

Administrative Intern

Ann Arbor, MI

City of Livonia and Livonia Chamber of Commerce

June 1993 - September 1993

Economic Development Coordinator (Internship)

Livonia, MI

Other Experience

University of Michigan, Medical Services Plan Information Systems

January 1994 - June 1995

Secretary

Ann Arbor, MI

Education:

- Eastern Michigan University, Master of Public Administration (Course Work Complete, Thesis to be completed)
- University of Massachusetts, B.A. Political Science, concentration in Public Administration

Activities/Membership

- Member International City/County Manager Association
- Member Michigan Municipal Executives (Board Member 2017-2019)
- Michigan Municipal League Board of Trustees (2017-2019)
- Chair, Michigan Municipal League Finance Committee (2004-2019)

Awards

- 2004 Michigan Municipal League Excellence in Service Award
- 2007 Outstanding Administrator Award, Michigan Association of Planning
- 2008 Outstanding Service Award (2009-2010 Policy Principals Update), Michigan Municipal League
- 2008 Special Award of Merit, Michigan Municipal League