

Brian D. Bosshardt

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Summary

More than eighteen years of local government experience with expertise in the following areas:

- Council Relations
- Intergovernmental Relations
- Operations and Project Management
- Organizational Change and Development
- Customer Service
- Strategic Planning
- Process Analysis and Systems Design
- Team Building and Mentoring Staff

Experienced in effective coordination and partnering with the governing body, City/County Manager's Office and departments. Skilled in interpersonal communications, understanding the importance of effective relationship building and its link to building a positive rapport with staff, City Council and community groups. Experienced in organizational development, including facilitation skills that help guide organizations, teams and participants through pre-defined steps to arrive at results that are created, understood and accepted by all.

Experience

April 2012 – present

Deputy County Manager – Incorporated City & County of Los Alamos, NM (pop. 18,000)

Directs administrative work relating to the full range of municipal management and leadership issues. Provide professional leadership, coordination and direct oversight of the Community Services, Public Works and Human Resources directors and Departments. (214 FTE;) (687 total FTE). Report to the County Manager.

- Work directly with the County Manager implementing Council-directed policy and the administration of day-to-day operations, as well as identification and resolution of long-range issues.
- Monitor and review employee performance, staff development and program implementation for customer satisfaction, effectiveness and efficiency in the Public Works, Community Services and Human Resources Departments.
- Manage intergovernmental relations that includes a close working relationship with the United States Department of Energy, Los Alamos National Laboratory, the New Mexico congressional delegation, and other state, local and regional organizations.
- Negotiate with public and private sector entities on a variety of issues ranging from economic development and navigating County operations to service contracts.
- Lead a County-wide operational excellence initiative (Council-identified goal), working to improve internal operations and processes in order to develop a higher performing organization.
- Serve as Acting County Manager in his absence.

July 2010 – March 2012

Assistant to the County Administrator – Incorporated City & County of Los Alamos, NM (pop. 19,000)

Performed professional and administrative work and completed special projects as directed by the County Administrator. Provided professional leadership, coordination and direct oversight of the Environmental Services and Airport divisions (21 FTE). Report to the County Administrator.

- Worked directly with the County Administrator and County Council in the development and implementation of county-wide goals, management action plans, policies and procedures.
- Monitored and reviewed employee performance, staff development and program implementation for customer satisfaction, effectiveness and efficiency in the Environmental Services and Airport divisions.
- Developed, designed and executed all County Environmental Services programs including residential and commercial refuse collection and disposal, facility development and operations, recycling and composting, environmental compliance, public education, and support of the Environmental Sustainability Board.

- Led the county-wide Environmental Sustainability Initiative, a coordinated approach to incorporate a value of sustainability in County operations with a goal of achieving environmental, cost control and social benefits for the community.
- Coordinated joint management efforts with the United States Department of Energy, Los Alamos National Laboratory, and other state, local and regional organizations.
- Acted as a liaison with County departments, serving as project manager providing administrative coordination, leadership, planning, and management support for various county-wide activities.
- Led inter-departmental continuous improvement teams.

December 2006 – June 2010**Organizational Development Administrator – City of Chandler, AZ (pop. 250,000)**

Performed professional and administrative work in the development and execution of a comprehensive strategic organizational development plan for the City. Managed the city-wide training and development program including 1 FTE Employee Development Manager. Served as an internal consultant responsible for developing and implementing High Performance Organization (HPO) change strategies for all levels of managers, employees, departments, divisions, and work groups. Reported to the City Manager.

- Developed and implemented an organization-wide HPO strategy addressing various needs associated with organizational change through facilitation and coordination.
- Facilitated department directors' meetings focused on building an effective leadership team and catalyzing the organization to do the work of leadership, including: strategic customer value analysis, linking of vision and values to strategy, structures, and systems and the building of a learning, thinking, changing, and renewing organization.
- Coordinated city-wide, departmental, board and commission and work group teams conducting process reviews, team building, strategic planning, and vision, values, and mission development.
- Advised managers and employees relative to the HPO model – a key message included outlining the expectation that all employees must act upon a leadership function within their positions.
- Assisted the City Manager, Assistant City Managers, and Department Directors with special projects. Examples include: Mayor & Council goal development workshops; reorganization and development of Neighborhood Resources division.

November 2000 – November 2006**Assistant to the Mayor & Council – City of Chandler, AZ (pop. 243,000)**

Performed professional and administrative duties and completed special projects as directed by the Mayor and City Council, City Manager, and Assistant City Managers. Managed 2 FTE Management Assistants that serve as Council Assistants. Concurrently managed the Office of Neighborhood Programs (2 FTE). Reported to the City Manager.

- Represented the Mayor and Council at community meetings to analyze needs, listen and respond to specific concerns of residents and businesses, identified possible solutions, and established effective working relationships with community representatives.
- Served as a liaison between Mayor and Council Office, City Manager's Office, City departments, neighborhood groups and the general public.
- Planned, coordinated, and monitored special programs and projects initiated by the Mayor and Council, City Manager, and Assistant City Managers.
- Responded to external stakeholders to remedy problems and discuss City policies and procedures. Responded to and resolved difficult and sensitive community inquiries and complaints.
- Responsible for planning, developing, and implementing specialized neighborhood preservation and citizen participation programs to improve the quality of neighborhoods.
- Provided professional and technical neighborhood preservation assistance and recommendations to City administration and governing and policy bodies, including the City Council and Neighborhood Advisory Committee.
- Served as staff liaison to the Neighborhood Advisory Committee.

February 1999 – October 2000

Management Assistant/Community Oriented Governance (COG) Coordinator – City of Westminster, CO (pop. 97,000)

Responsible for managing Westminster's neighborhood outreach program, connecting residents with their local government. Reported to the Assistant to the City Manager.

- Managed the COG program, comprised of 22 employees.
- Facilitated neighborhood outreach meetings to involve residents in the local government process.
- Coordinated neighborhood-based community service projects aimed at building stronger relationships and strengthening sense of community.
- Led community problem-solving efforts with City Council, City Manager's Office, appropriate departments, outside agencies and businesses.
- Assisted City Manager's Office staff with the preparation of the city-wide budget.
- Served as staff liaison to the Human Services Board, which recommends social service funding allocations to the City Council.
- Facilitated the creation of a comprehensive performance measurement system for all Departments.

June 1997 – January 1999

Management Intern, City Manager's Office – City of Westminster, Colorado (pop. 97,000)

- Assisted with the preparation, analysis and production of the city-wide budget.
- Analyzed, tracked and reported status of targeted state legislation to City Council.
- Conducted research and policy analysis on behalf of the City Manager's Office and City Council.
- Served as staff liaison to the Human Services Board.
- Designed, developed and implemented special projects for the City. Projects included: expenditure and staffing analysis of all City departments; Youth in Government program; Mayor's Breakfast.

October 1996 – May 1997

Independent Contractor, Community Services Department – City of Scottsdale, AZ (pop. 170,000)

- Developed and implemented a comprehensive performance measurement system for municipal services.
- Analyzed City resources and assets as they related to the overall mission of the organization.
- Researched comparable agencies and established benchmarks to determine reasonable and appropriate goals and measures and prepared/presented related reports.

Education & Training

Masters of Public Administration

- Arizona State University, Tempe, AZ – May, 1997

Bachelor of Arts – Political Science

- Hamline University, St. Paul, MN – December, 1990

Leadership ICMA

- 2007 graduate (inaugural class)

Leadership Strategies

- The Effective Facilitator Program – 2007

Weldon Cooper Center for Public Service – University of Virginia

- Leading, Educating, and Developing (LEAD) Program – October 2005
- Senior Executive Institute (SEI) – 2006

Associations

- Member, International City/County Management Association (ICMA)
- Member, New Mexico City/County Management Association
- Past member, Colorado City/County Management Association
- Colorado Municipal Management Assistant's Association
1999/2000, Served as Vice President/President-Elect

Board Service

ICAN (2007-2009) – Provides free, comprehensive out-of-school-time programs that empower youth to be productive, self-confident and responsible citizens.
Served as 2008 Chair, Board of Directors

Leadership Centre (2005-2006) – Provides leadership, education, and mediation resources to protect, preserve and enhance Arizona neighborhoods and communities.

Workshop Facilitations

- ICMA 2014 Annual Conference, Charlotte, North Carolina – Employee Engagement: Inspire Your Workforce – Improve Your Organization (ICMA U Preconference Workshop)
- ICMA 2013 Annual Conference, Boston, Massachusetts – Getting the Most Out of Teams: Facilitation Skills for Managers (ICMA U Preconference Workshop)
- ICMA 2012 Annual Conference, Phoenix, Arizona – Getting the Most Out of Teams: Facilitation Skills for Managers (ICMA U Preconference Workshop)
- ICMA 2011 Annual Conference, Milwaukee, Wisconsin – Getting the Most Out of Teams: Facilitation Skills for Managers (ICMA U Preconference Workshop)
- ICMA 2010 Annual Conference, San Jose, California – Building a Culture of Leadership (ICMA U Preconference Workshop)
- ICMA Webinar, March 16, 2010 – Building a Culture of Leadership
- ICMA 2009 Annual Conference, Montréal, Québec – Leadership 101
- ICMA 2006 Annual Conference, San Antonio, Texas – Aligning Your Development Needs To Organizational Priorities: How To Grow Professionally While Waiting For The Right Position

References

Harry Burgess, County Administrator
Incorporated City & County of Los Alamos, NM
505-663-1750

W. Mark Pentz, City Manager (Retired)
Chandler, AZ
480-209-0378

Anthony Mortillaro, Executive Director
North Central Regional Transportation District
Former Los Alamos County Administrator
505-690-7782

Pat McDermott, Assistant City Manager (Retired)
Chandler, AZ
480-540-0274