



Mayor of Providence

Jorge O. Elorza

May 12, 2017

Honorable Members
Providence City Council
City Hall

Dear Honorable Members:

Pursuant to Section 302(b) of the Providence Home Rule Charter of 1980, as amended, Ordinance 2017, Chapter 207-4, § 58, and Public Law, Chapter 45-50, Sections 1 through 31 passed in 1987, I am this day appointing Heather Kilkenny, of 11 Cady Street, Providence, Rhode Island, 02903, to the position of License Administrator/Registrar of Vital Statistics, and respectfully submit the same for your approval.

Sincerely,

A handwritten signature in black ink, appearing to be "J. Elorza", with a horizontal line extending to the right.

Jorge O. Elorza
Mayor

IN CITY COUNCIL
JUN 15 2017

READ
WHEREUPON IT IS ORDERED THAT
THE SAME BE RECEIVED AND APPROVED
A handwritten signature in black ink, appearing to be "L. J. Hay", written over the text.
CLERK

Heather Kilkenny

CONFIDENTIAL ASSISTANT



11 Cady Street
Providence, RI 02903

Skills

Problem Solving
Budgeting
Team Leadership
Project Planning
Accountability
Process Improvement
Research
Resource Management
Media Relations
Open Government

Education

MASTER' OF SOCIAL WORK
Marywood University
2006 – 2008

BACHELOR' OF SOCIAL WORK
Marywood University
2002 – 2006

Technical Skills

Microsoft Office
SPSS
Asana
WestLaw
Social Media
Human Resources

Experience

CONFIDENTIAL ASSISTANT TO THE HUMAN RESOURCES DIRECTOR
City of Providence/October 2014 to Present

- Assist HR Director by producing a variety of highly confidential correspondence, memos, presentation materials, spreadsheets and reports; screening incoming calls and attending to routine inquiries; tracking and expediting information flowing in and out of office; maintaining filing and record systems to ensure efficient and secure storage and retrieval of essential documents; maintaining and updating spreadsheets for tracking metrics, employee certification/licensing and generating reports as requested by senior staff; and compiling manuals and handbooks for dissemination.
- Draft policies to clearly communicate workplace expectations and guidelines including zero tolerance for workplace violence, arrest notification and social media use.
- Formulate metrics to illustrate successes and areas for improvement, identify trends and enhance overall service delivery and transparency.
- Coordinate projects through lifecycle including initiation, planning, execution and monitoring. Designate tasks and deadlines at the discretion of the Director.
- Assist with preparation of department budget. Monitor expenditures, process invoices and receipts, and project quarterly spending.
- Develop and implement a new process for hiring postings by utilizing Asana and designing a template for a multi-step, complex process. Improved efficiency, transparency and cost-savings.

LEGISLATIVE AIDE

Rhode Island House of Representatives/ September 2013 to October 2014

- Interfaced with constituents. Analyzed and researched issues to draft responses.
- Monitored bills and prepared for committee hearings by organizing and researching bills and testimony. Performed legislative functions in Clerk's absence.
- Performed administrative tasks, prepared correspondence and maintained calendar.
- Organized educational sessions, mock sessions and State House tours for visitors.

PUBLIC HEALTH INTERVENTIONIST/TRANSITIONAL HOUSING MANAGER

United Neighborhood Centers of NEPA/September 2006 to March 2010

- Organized outreach events and coordinated peer volunteers.
- Facilitated pilot risk reduction program and reported findings to PA DOH.
- Compiled, analyzed and presented research to key local and state stakeholders.
- Coordinated a team of agencies to conduct quarterly point-in-time surveys.
- Presented research finding and recommendations to Continuum of Care.

BAR AND RESTAURANT OWNER/MANAGER

The Bog/August 2001 to August 2006

- Implemented innovative and creative strategies to rejuvenate business.
- Managed staff including recruitment, training and supervision to ensure optimal customer satisfaction and low employee turnover.
- Adhered to liquor control board regulations and local ordinances.
- Resolved customer service issues with diplomacy and sensitivity.