

Lisa Hendrickson, MPA, CPM, SHRM-SCP, SPHR

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DYNAMIC LEADER, COLLABORATOR, COMMUNICATOR & MENTOR

Organizational Structure & Strategy • Efficiency & Profitability • High-Performing Talent Development

Results-oriented, collaborative, and dynamic executive with extensive human resources and organizational leadership experience. Proficient in program management, database administration, agenda direction and delegation, talent acquisition and retention, financial management, research and policy analysis, and key stakeholder relationships. Steadfast commitment to achieving organizational success with proven track record of driving high-impact technological change and executing top-level managerial decisions. Visionary leader with superior critical thinking, public speaking, interpersonal, and verbal and written communication skills.

CORE COMPETENCIES

Board & Stakeholder Relations | Employee & Labor Relations

Leveraging Technology & Information | Risk Mitigation & Crisis Management | Entrepreneurial Skills

Cross-Functional Collaboration | Employee & Retiree Benefits | Pay Classification & Compensation

PROFESSIONAL EXPERIENCE

Town of Redington Shores | Redington Shores, FL **2023 – Present**

One of 24 municipalities in Pinellas County, FL with a population of over 2,200 residents and roughly 2 square miles.

Mayor (part-time)

Responsible for presiding over meetings of the Board of Commissioners and the performance of duties as required in the Town Charter.

- **Ensure proper administration of all affairs** of the Town by complying with laws and ordinances, appointing, and removing subordinate officers and employees, control and supervision over all departments and divisions of the Town.
- **Oversee the terms and conditions in any public utility franchise, purchases, and bids** and ensure they are faithfully kept and performed, prepared, evaluated, and awarded.
- **Represent the Town at events, engaging with the community** by attending public meetings, speaking with residents, and responding to concerns or complaints.
- **Review and approve budgets** and participate in regional or state-level meetings or conferences.

Additional Experience with Town of Redington Shores includes Vice Mayor – Commissioner District 3

University of South Florida | Tampa, FL **2017 - Present**

Established in 1956, the University of South Florida (USF) stands as an integral component of Florida's esteemed State University System, providing a diverse array of college degree programs.

Adjunct Instructor (part-time)

Accountable for online course curriculum development and facilitation to undergraduate students for the School of Public Affairs, College of Arts and Sciences.

- Utilize Canvas technology for online classroom instruction for a well-rounded and modern approach.
- Develop and share syllabus, address student inquiries on standards, material, grading, and progression.
- Track and grade student assignments, attendance, and test scores.
- Develop courses and lessons for online instruction in line with the curriculum requirements.
- Maintain virtual office hours to mentor and help students with questions and educational support.
- Developed and implemented lesson plans that cover all required topics.
- Selected appropriate materials to support student learning needs.

Teach up to two undergraduate classes per semester, covering courses such as Healthcare Policy in the US, Personnel Management, Nonprofit Organizations and Public Policy, and Introduction to Public Administration.

Hendrickson Consulting, LLC | Redington Shores, FL **2020 – 2023**

Hendrickson Consulting provided hands-on experience, professional knowledge, and skills to serve organizations with their respective service needs.

Senior Consultant – Contract Employment

Responsible for leveraging best practices and with a continuous improvement mindset implementing new ideas to increase performance and exercising strong project management skills.

- **Improved organization's financial platform**, by analyzing their current accounting/financial platform successfully drafted a request for proposal, selected a Turn-key accounting/financial and staffing solution, and coordinated the implementation of new technology within the established timeline.
- **Successfully established a process to generate revenue**, by issuing Business Tax Receipts for all businesses providing merchandise or services to the public within the organization's jurisdiction.
- **Implemented document management & records solution**, by digitizing, organizing, automating, and training personnel through the utilization of Laserfiche.
- **Procured building development services** through the government procurement process while maintaining service levels during the transition and improving processes, procedures, and efficiencies through the implementation and utilization of technology.
- **Established onboarding and stay and exit interview programs**, using best practices for recruiting and retention by implementing and process for onboarding and creating onboarding, stay, and exit interviews for the organization.

City of Pinellas Park, FL | Pinellas Park, FL

2000 – 2022

One of 24 municipalities in Pinellas County with a population of over 53,000 residents and employing more than 560 staff across 13 departments, including police and fire.

Assistant City Manager and Human Resources Administrator

Accountable for operational oversight of city's human resources, finance, and information technology departments. Provided leadership to all 13 departments and served as liaison to drive positive organizational culture. Spearheaded initiatives to achieve city's goals and objectives.

Human Resources Administration

- **Administered three defined benefit pension plans valued at over \$260 million**, each at least 90% funded.
- **25% reduction in sick time usage and 16% decrease in health insurance premium renewals within two years** by building the organization's first-ever wellness program from the ground up.
- **Represented city in negotiations with four unions and multiple contracts** governing over 300 public safety and public works professionals.
- **Reduced employee turnover rate from 14% to 10% over three years** by pitching and implementing department reorganizations to create more efficient services and collaborative cross-functional work teams.
- **Instituted competitive compensation practices and benefit programs** to facilitate talent recruitment and retention.

Technology Integration

- **Championed new Enterprise Resource Planning (ERP) solution**, serving as human resources implementation lead and completing project within pre-established timeline.
- **Improved organization's communication** through sponsorship of a new citywide intranet system.

Risk & Crisis Management

- **Established required National Incident Management System (NIMS) training** for over 560 positions.
- **Zero labor relations lawsuits recorded over seven years** through effective employee case management.
- **Effectively oversaw resident crisis response situation involving fire-damaged property**, resulting in numerous citizen accolades.

Employee Training & Development

- **Trained department heads** on new or updated organizational policies and regulations.
- **Facilitated professional development** by sponsoring internal and external leadership development training.
- **Led, cross-trained, and mentored successor to lead organization** with continuity of operations.

Additional Experience with City of Pinellas Park included: Assistant Human Resources Administrator, Risk Management Director, Risk Management Program Manager, Risk Management Specialist, and Purchasing Clerk

EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Public Administration (MPA)

University of South Florida

Bachelor of Arts

Organizational Studies and Leadership
Eckerd College

CERTIFICATIONS & LICENSURE

High Performance Leadership Master Certificate – ICMA Professional Development Academy
Senior Professional in Human Resources (SPHR) – Human Resources Certification Institute
SHRM Senior Certified Professional (SHRM-SCP) – Society for Human Resources Management
Certificate in Public Management (CPM) – Florida Center for Public Management at Florida State University
2-40 Health Insurance License | 2-14 Life Insurance Including Variable Annuity License

AFFILIATIONS

Leadership Pinellas, Class of 2020
Society for Human Resources Management, Member since 8/15/2007