

Yolanda L. Bryant

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Social Services

Accomplished and results oriented professional with over ten years of Government and Outreach Services experience. Proven ability to lead and direct successfully in a business-oriented environment.

Professional Work Experience

City of Lake Worth Beach Lake Worth Beach, FL Assistant Director - Code Compliance 07/2021 to Present

Direct a staff of approximately 20 employees; Assists other departments and divisions within the city; Works closely with Elected Officials, Upper City Management, Palm Beach Sheriff's Office, Palm Beach County Fire Rescue, the City Attorney, and Neighborhood Association presidents & members; Provides email follow ups to questions and concerns; Works with and meet with stakeholders to educate and to assist with voluntary compliance; Coordinates & schedules field activities for Code staff involved in the Comprehensive Blight elimination Program; Coordinates, organizes, and delegates workloads; Monitors workloads; Provides direction, guidance, and assistance to employees; Assigns workloads; Creates Code Modules and Training Guides; Prepares Fiscal Year Budgets; Performs Strategic Planning; Interviews Selects & Hires Code Staff; Creates training activities; Creates Standard Operating Procedures; Investigates and follows up on complaints of housing, zoning, quality of life safety issues and nuisance code violations; Assists and Mentors community code staff; Determines and recommend resolutions for code related issues; Schedules and Performs Coaching sessions for code staff; Research & analyze legal descriptions of properties; Attends homeowners and/or neighborhood association meetings and makes informative presentations; Performs on-site meetings with stakeholders to explain code compliance processes and requirements as requested; Coordinates with authorized contractors for boarding and securing of buildings and clearing lots; Member of the selection board; Facilitates code staff group field trainings and cross trainings; Answers extremely busy telephones; Provides email correspondences to stakeholders.

**City of Lake Worth Beach Lake Worth Beach, FL
Code Compliance Manager 02/2017 to 07/2021**

Coordinated & scheduled field activities for Code Compliance Officers involved in the Comprehensive Blight elimination Program; Coordinated, organized, and delegated workloads; Monitored workloads; Provided direction, guidance, and assistance to employees; Assigned workloads; Wrote & conducted performance evaluations; Created Code Modules; Prepared Fiscal Year Budgets; Performed Strategic Planning; Performed Interviews; Selected & Hired Code Staff; Created training activities; Created Standard Operating Procedures; Investigated and followed up on complaints of housing, zoning, quality of life safety issues and nuisance code violations; Served as a mentor and team leader for group of community code officers; Determined and recommended resolution of code related issues; Investigated, prepared and presented cases before a Special Magistrate; Researched & analyzed legal descriptions of properties; Submitted violations and notices to property owners; Attended homeowners or neighborhood association meetings and made informative presentations; Met with property owners and residents and explained code compliance requirements; Performed re-inspections before and after Special Magistrate hearings to ascertain compliance; Coordinated with authorized contractors for boarding and securing of buildings and clearing lots; Maintained records and prepared periodic reports for supervisors; Cited inoperable vehicles on private properties for towing; Performed trainings; Assisted Officers; Operated Copiers; Operated Computers; Operated Printers; Answered telephones; Provided email correspondences & follow ups.

**City of Lake Worth Beach Lake Worth Beach, FL
Code Compliance Senior Officer 02/2016 to 02/2017**

Coordinated & scheduled field activities for Code Compliance Officers involved in the Comprehensive Blight elimination Program; Served as specialty officer for compliance with the City's business license requirements including notices of violation and adjudication of related cases; Investigated and followed up on complaints of housing, zoning, quality of life safety issues and nuisance code violations; Served as a mentor and team leader for group of community code officers; Determined and recommended resolution of code related issues; Investigated, prepared and presented cases before a Special Magistrate; Researched and analyzed legal descriptions of properties; Submitted violations and notices to property owners; Attended homeowners or neighborhood association meetings and made informative presentations; Met with property owners and residents and explained code compliance requirements; Performed re-inspections before and after Special Magistrate hearings to ascertain compliance; Coordinated with authorized contractors for boarding and securing of buildings and clearing lots; Maintained records and prepared periodic reports for supervisors; Cited inoperable vehicles on private properties for towing; Performed trainings; Assisted Officers; Operated Copiers; Operated Computers; Operated Printers; Answered telephones; Provided email correspondences & follow ups.

City of Lake Worth Beach Lake Worth Beach, FL

Code Compliance Officer 09/2012 to 02/2016

Served as a grant-funded specialty officer to assist with voluntary compliance with Municipal Ordinances within government targeted blighted zones; Cited for business license requirements including notices of violation and adjudication of related cases; Investigated and followed up on complaints of housing, zoning, quality of life safety issues and nuisance code violations; Determined and recommended resolution and corrective actions for violations; Investigated, prepared and presented cases before a Special Magistrate; Researched legal descriptions of properties; Submitted violations and notices to property owners; Posted to properties & to City Hall; Met both on-site and in-office with respondents; Attended homeowners or neighborhood association meetings and made informative presentations; Met with property owners and residents and explained code compliance requirements; Performed re-inspections before and after Special Magistrate hearings to ascertain compliance; Coordinated with authorized contractors for boarding and securing of buildings and clearing lots; Maintained records and prepared periodic reports for supervisors; Cited inoperable vehicles on private properties for towing; Operated Copiers; Operated Computers; Operated Printers; Answered telephones; Provided email correspondences & follow ups.

Palm Beach County Clerk of Courts West Palm Beach, FL

Deputy Clerk 03/2009 to 09/2012

Sworn Deputy Clerk; Cashier; Received payment for traffic citations; Set court dates; Processed paperwork; Answered busy telephones; Operated Computers; Operated Fax machines; Operated Copiers; Operated Printers; Filing; Prepared court documents; Performed Mail distribution; Assisted with shipping & receiving packages; Prepared labels; Performed Records Management.

Broward County Sheriff's Office Plantation, FL

Child Protection Investigator 11/2006 to 03/2009

State Certified as a Child Protection Investigator; FCIC/NCIC Certified to analyze confidential criminal records, driver licenses, birth records, juvenile histories, department of corrections histories, sexual offender histories, for the Child Protection Department; Answered busy multi-lines telephone calls & out-of-town requests; Operated Fax machines; Operated Copiers; Operated Computers; Operated Printers; Data entry; Filing; Utilized Interpersonal skills; Utilized Customer Service skills; Investigated allegations of child abuse, abandonment, neglect, and exploitation; Interacted with and interviewed diverse families of diverse races; Officer in Charge (OIC) on Saturday shift.

Thomas Temple C.O.G.I.C. Pompano Beach, FL

Mother's Board Secretary 05/1999 to Present

Operated Fax machines, Operated Copiers, Operated Computers, Operated Printers, Answered telephones, Assisted Mothers and Church Members whenever needed with

Data Entry, Filing, Communication, & Customer service

Academic Credentials

Piper High School Sunrise, FL

♣ **High School Diploma** 1989

Broward Community College Coconut Creek, FL

Business♣ Administration/Accounting 2002

♣ **A.A. Business Administration** 2002

♣ **A.S. Accounting** 2002

♣ **A.A.S. Business Management** 2002

♣ **Graduated from the Honors Institute** 2002

Florida Atlantic University

♣ **B.B.A. General Management/Marketing** 2005

Devry University

♣ **M.B.A. Business Administration**

Accreditations and Licenses

♣ **Notary**

♣ **FCIC/NCIC Certified**

♣ **D.A.V.I.D. Certified**

♣ **Parking Enforcement Certified**

♣ **Federal Emergency Management Agency (FEMA) Certifications.**

♣ **Florida Association of Code Enforcement (F.A.C.E.) CERTIFIED**

Volunteer Experience

♣ **Church Mother's Board Secretary Volunteer**

♣ **Broward Community College Honor's Institute Volunteer**

♣ **Women in Distress Volunteer**

♣ **City of Dania Beach Clean-up Volunteer**

♣ **Sandy Ridge Sanctuary-Natural Habitat Volunteer**

♣ **Neighborhood Association Volunteer Speaker**

Awards received

♣ **Graduated from Broward Community College Honors Institute, 2002**

♣ **Dean's List every semester – *Dean's Award and scholarship*, 2002**

- ♣ **Communications & Humanities Award, 2002**
- ♣ **Shining Star Award the Broward County Workforce Development Board, 2002**
- ♣ **Broward Community College Student Life Academic Achievement Award, 2001**
- ♣ **Certificate in Accounting Technology, 2002**
- ♣ **City of Lake Worth Beach Employee Awards**

Interests and Activities

Member of ♣ ***Phi Theta Kappa*** Honors Society; Member of ***Phi Beta Lambda*** Business Organization, Member of the **Environmental Club**.