

AUSTIN FAISON

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OBJECTIVE

To help a community heal and recover after the Covid-19 public health emergency. To continue to develop my abilities as a municipal official and manager. To improve my communication and problem-solving skills. To advance my understanding of municipal finance.

EXPERIENCE

Town Manager, Town of Winthrop, MA **August 2018 – Present**
Winthrop, MA

- Reformatted and delivered a modern interactive financial plan encompassing over \$65 million in revenue and expenses.
- Modernized the delivery of services by implementing web-based applications.
- Professionalized municipal departments and established service level agreements.
- Added a level of transparency to all Town decision making processes.
- Reduced overall liability through risk management and training.

Assistant Town Administrator, Town of Brookline, MA **June 2015 – August 2018**
Brookline, MA

- Developed a GFOA award winning financial plan balancing over \$310 million in revenue and expenses.
- Served as Acting Finance Director for several months.
- Supported the Town Administrator in all functions of the Select Board.
- Acted as a member of the Town's negotiations team for collective bargaining.

Deputy Director, Traffic and Parking, Somerville, MA **May 2014 – May 2015**
Somerville, MA

- Responsible for \$8M in revenue, \$3.5M operating budget, and 65+ union employees in 6 business divisions.
- Improved financial controls, enhanced performance, and alleviated customer service issues.
- Leveraged new technologies (cellphone-based meter payment system) to improve customer service.
- Managed and negotiated all outside vendors and contracts in compliance with Massachusetts Procurement regulations.

Analyst, Mayor's Office, Somerville, MA **May 2012 – May 2014**
Somerville, MA

- Provided statistical based performance management presentations for the Mayor and Department Heads.
- Worked closely with the Department of Public Works, Police Department, Traffic and Parking, and IT.
- Ran weekly CrimeStat meetings, detailing the Part 1 Crime statistics and specified trends.

- Acted as the Internal Project Manager for a study pertaining to a combined emergency dispatch center.
- Worked closely with the Finance Department on the creation of the budget and specific capital requests.

ADDITIONAL EXPERIENCE

Zix Corporation	Burlington, MA
<i>Channel Sales Representative</i>	February – September 2011
International Forest Products	Foxboro, MA
<i>Account Coordinator</i>	August 2007 – February 2011
Miami Football Club	Miami, FL
<i>Ticket Sales Manager</i>	March 2007 – June 2007
Super Bowl XLI Host Committee	Miami Gardens, FL
<i>Community Outreach Intern</i>	July 2006 - March 2007
The Honorable Fed. Magis. Judge Patrick A. White	Miami, FL
<i>Intern</i>	June-July 2006

EDUCATION

Northeastern University – Boston, MA – Master’s in Public Administration

- Pi Sigma Alpha

Bates College – Lewiston, ME – Bachelor of Arts in Political Science

SKILLS

- **Language:** Proficient in Spanish
- **Applications:** MS Office; GIS; SPSS; STATA; Tyler Technologies MUNIS Platform; WESTLAW; LEXIS; WebEx; VAN/Votebuilder; OpenGov; ZenCity; SeeClickFix; NextRequest; Viewpoint; Granicus; CivicPlus website management
- **Participation:** Massachusetts Municipal Association; MMA Energy and Environment Committee; MMA Diversity, Equity, and Inclusion Committee; International City/County Management Association Member; American Political Science Association; Northeastern University School of Public Policy and Urban Affairs Advisory Board; National Forum for Black Public Administrators

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Resume Addendum

Somerville

- Reintroduced the CompStat program within the Police Department. Weekly detailed analysis of police statistics for over six months.
- GIS based mapping of Part 1 Crimes and civil Infractions.
- Visualization of street reconstitution projects and use of Chapter 90 funds. Introduced a higher level of transparency to the community.
- Mapped snow plow routes and showed inefficiencies. Led to the development of new routes that saved money and provided the community with service level agreements of less time (roads were plowed quicker and more effectively).
- Made a value based return on investment presentation of integration of GPS based devices into all municipal vehicles.
- Presented a report to the Mayor and Department Heads concerning the consolidation of emergency dispatch services.
- Made initial inroads towards the development of a regional emergency dispatch center.
- Put the Traffic and Parking Department in the position to transition to a new parking enforcement company.
- Introduced a cell phone based payment system for all parking spaces.
- Developed a metric based system for the locating of refuse and recycling decorative barrels, which led to an increase in the beautification of municipal parks.
- Provided analytical support to the Legal Department concerning negotiations with the Police Union. Sat at the table and participated in negotiations.
- Served on the Somerville Retirement Board.
- Collaborated with the Human Resources office on the hiring of multiple positions.

Brookline

- Produced the operating budget for a GFOA Distinguished Budget Award winning financial plan.
- Met with and managed all department heads concerning the formation of the financial plan. Maintained a six month long schedule for the production of the financial plan.
- Analyzed town-wide utility usage and made budgetary projections based on the analysis.
- Tracked public safety related leave patterns, which led to estimates in overtime usage and budget impacts.
- Ran advanced statistical analysis on Fire Department related overtime, found strong correlations between overtime usage and staffing factors.
- Staffed the Licensing Review Committee, Cable TV Advisory Committee, Override Study Committee, Bottled Water Study Committee, and additional boards and commissions.
- Served as part of the city negotiating team for collective bargaining.
- Tasked with being the Acting Finance Director for over six months; took on these responsibilities, while also maintaining all the duties of the Assistant Town Administrator.

- Helped the Police Department transition from an underperforming parking enforcement vendor, to a new web based model.
- Brought GFOA to the Town for a training on advanced performance metrics, goal setting, and issue-based analysis.
- Worked with the Information Technology Director on all major IT related projects (MUNIS financial based applications and implementation, Applicant Tracking, Application License management, computer leases, etc.).
- Participated in the production of the tax rate recap for the Massachusetts Department of Revenue.
- Collaborated with the Chief Procurement Officer on multiple requests for proposals and procurement processes.

Winthrop

- Hired and developed multiple department heads.
- Utilized the OpenGov application to build a new financial plan document (both physical and interactive web based).
- Brought forth a public process for the budget review.
- Introduced Fiscal Policies and Procedures developed with the MA Division of Local Services.
- Negotiated a PILOT agreement with MassPort providing an escalating scale of funding for the Town (starting at \$1.1 million up to \$2.5 million in FY25).
- Established the Winthrop Foundation with MassPort to provide \$500,000 to the Town on a yearly basis for capital items.
- Worked through issues and negotiated with the MWRA.
- Participated in the Metropolitan Mayors Coalition.
- Developed a department head evaluation process.
- Reduced overall liability of the Town through increased risk management. Specifically, the institution of policies and procedures for all staff. Strong management scores in our bond rating documents.
- Successfully negotiated collective bargaining agreements with all the representative unions of Winthrop employees.
- Brought on the following web based applications for departments to provide services: OpenGov Permitting and Licensing (building permitting and licensing), NextRequest (public information requests), SeeClickFix (work order management and constituent services), CivicPlus (website), Granicus (meeting minutes and agenda management), and ZenCity (social media algorithm based analysis).
- Facilitated the Town Council to finance a \$14.1 million water/sewer/drainage infrastructure project in the Town's Center Business District.
- Fostered a positive relationship and open communication with the Town Council.
- Worked with MAPC to develop a Town Visioning Document titled "Win2030".