

Kimberly Wells
[REDACTED]
Somerville, MA 02145

June 16, 2021

City Hall Personnel Office
93 Highland Avenue
Somerville, MA 02143

Dear Ms. Gill:

I am writing to express my interest in the open position for City Clerk. My work with the Somerville City Council has reinforced my passion for public service and I welcome the opportunity to combine my municipal governance, organizational, and research skills to serve the city in this capacity.

Listening to Mr. Long articulate the priorities for the department in his budget meeting was motivational for me, as several of the goals for the upcoming year fall directly within the scope of my expertise – evaluating and updating the licensing software and hiring an Assistant City Clerk. Additionally, the opportunity to work with (at least) six new City Councilors following the municipal election presents an exciting challenge and a way for me to utilize my training and development skills to guide newcomers through a complex process.

My work experience as a Public Services Manager at the Edward J. Collins, Jr. Center for Public Management (“the Collins Center”) also puts me in a unique position of having an understanding of the issues and challenges facing municipalities. Through this work, I have honed my skills in researching policies across municipalities, working with regional planning agencies, and partnering with other entities in helping to formulate best practices in municipal department operations. My work also involves independently managing multiple projects, including those on matters such as: data analysis; charter and ordinance changes; software implementation; departmental operations; and performance management. I am an evangelist for finding processes that are efficient and am constantly striving to improve the delivery of services.

Throughout my time serving as Assistant Clerk of Committees, I have also expanded my knowledge of the open meeting law, the General Laws of the Commonwealth of Massachusetts, and finding information in the municipal code and the Rules of the City Council. Additionally, I have experience facilitating intra- and interdepartmental collaboration. These skills will undoubtedly prove to be critical in managing and coordinating the interests and stakeholders of multiple committees. Further, I have strong organizational and customer service skills, as well as many years of experience directly managing the service functions in a retail setting. I am able to adeptly handle issues and complaints, and to work with others to do the same.

My broad experience, coupled with my desire to foster the culture of innovation and support the progressive values that the City of Somerville and the Somerville City Council have embraced, makes me exceptionally qualified to serve as the City Clerk. As someone who will reside in this city for many years to come, I welcome the opportunity to utilize my skills and experience to further my public service goals and to serve the City in this capacity.

Thank you for your consideration, and I look forward to the opportunity to demonstrate that I am the right fit for this role.

Sincerely,

Kimberly M. Wells

Somerville, MA 02145

Kimberly M. Wells

Education

September 2019 – anticipated December 2021, University of Massachusetts, Boston, MA
Graduate Certificate, Conflict Resolution and Mediation

May 2010 – January 2018, Suffolk University, Boston, MA
Master of Public Administration
Master of Science, Political Science, Professional Politics Concentration
Pi Alpha Alpha, Public Management Honor Society
Pi Sigma Alpha, Political Science Honor Society

August 1998 – May 2002, St. Michael's College, Colchester, VT
Bachelor of Arts, Political Science
Bachelor of Science, Business Administration, Marketing Concentration
Magna cum laude
Delta Epsilon Sigma, Catholic Honor Society
Pi Sigma Alpha, Political Science Honor Society

Work Experience

October 2012 – present, Edward J. Collins, Jr. Center for Public Management, Boston, MA
Public Services Manager, Senior Government Services Specialist

- manage associate, analyst, and graduate assistant level staff in the IT, Analytics, and Constituent Services practice areas
- project manage software implementation, including liaising with vendors and training staff
- facilitate community-wide visioning sessions and reconcile various stakeholder needs
- provide support for municipalities and government entities to collect, analyze, and organize data
- facilitate discussion among Mayors, City Managers, Department heads, and other municipal leaders to determine best practices
- identify strategic and operational issues and the data needed to understand and address them
- train staff on proper data collection, data management and software use to optimize analyses

January 2019 – present, City of Somerville, Somerville, MA
Assistant Clerk of Committees

- prepare and post agendas and minutes for each meeting of the Committees of the City Council
- prepare correspondence and maintain a record of items of business before each Committee, including City Council orders, resolutions and ordinances
- ensure adherence to the Open Meeting Laws and notifications of Public Hearings
- produce audio and/or video recordings of all Committee meetings

September 2006 – January 2015, J.Crew, Various, MA
Wedding Specialist, Associate Store Manager, Lead Cashier

- created, implemented, maintained and provided training for operating systems for the Special Occasions business, including appointment scheduling, client communication, and information tracking
- hosted client appointments and provided knowledge of all Special Occasions styles, fit, and fabrications
- cultivated relationships with clients to generate continued business relationships for the company
- coached and developed associates to provide the highest quality of service and store standards

- partnered with personal shoppers and local organizations to organize in-store events to drive traffic and increase sales
- promoted store growth and development through ownership of Human Resources, Operations, and Training departments of responsibility
- recruited top talent for positions within the market
- created effective schedules to maximize service and productivity levels

June 2006 – September 2013, Plymouth Rock Assurance, Boston, MA

Claims Analyst

- performed monthly audits of legal bills and processed exceptions
- acted as a liaison between the company and the Automobile Insurers Bureau (AIB) to ensure continued accuracy in data reported
- implemented a medical bill audit program into company workflow by performing cost benefit analysis of audit programs, creating a test company and auditing bills to assess efficiency and effectiveness
- worked with various departments to create an automated system for processing intra-company legal bills
- trained and supervised 25 staff members to complete a three year backlog in AIB reporting in approximately six months
- organized a policy review process to identify improper information and initiated a process to recover excess funds due
- recruited, hired, and trained a team to assist with the policy review process

September 2012 – November 2012, Project Bread, East Boston, MA

Holiday Campaign Associate

- conducted prospect research and recruit teams for the Strike Out Hunger Bowl-a-thon
- managed event registration information and responded to customer service requests
- coordinated promotional mailings and materials for Spoons campaign
- oversaw fulfillment of Gift List requests
- tracked and reported expected revenue from campaign

January 2012 – May 2012, Charles Group Consulting, Boston, MA

Government Affairs Intern

- researched and analyzed policy positions
- identified legislative champions to advocate for client needs
- acted as a liaison between various stakeholders to generate desired outcomes in policy creation
- utilized the budget process to identify funding sources and secure funding for clients
- engaged in business development through drafting proposals for new client acquisition
- drafted memos to clients, as well as from clients to legislators
- drafted written testimony, talking points, fact sheets, advances, and other communication for hearings and advocacy efforts
- identified and tracked relevant legislation for clients and maintained communication to keep clients apprised
- assisted in legislative and fundraising event planning and coordination, including communicating with legislative staff to schedule meetings on behalf of constituents
- attended committee hearings and legislative events

October 2011 – January 2012, Executive Office of Energy and Environmental Affairs, Boston, MA

Fellow, Office of Policy

- designed and created an Access database for water use data
- coordinated with the Department of Conservation and Recreation (DCR), the Department of Environmental Protection (DEP), and the Office of Geographic Information (MassGIS) to locate, verify, and transfer relevant data into database from other records
- researched water conservation and use practices in Massachusetts communities
- analyzed data regarding water use at a community and at a watershed level
- acted as a liaison between the EOEEA and the DCR to provide updates on database design development to ensure that all relevant data was represented effectively
- attended and provided research support for Sustainable Water Management Initiative meetings and Water Resource Commission meetings

September 2003 - June 2006, American Eagle Outfitters, Various, MA

Assistant Manager, Store Manager

- oversaw the creation of a new store, including hiring and training permanent and temporary staff and constructing fixtures and store layout
- hired, supervised and trained staffs of 3-6 managers and 40-100 associates
- partnered with operations manager to ensure effective scheduling and allocation of payroll hours
- mapped and executed placement of new merchandise on a monthly basis
- partnered with merchandising manager to ensure proper marketing and markdown optimization
- created a customer service oriented atmosphere to maintain a position as district and region leader in all areas of the business
- consistently exceeded store sales goals

Software

General/Legislative: Microsoft Office; InstaTrac; MinuteTrac

Constituent/Government Services: QAlert; SeeClickFix; Mobile311; Cartegraph; SchoolDude; PermitEyes, Laserfiche

Fundraising: Digital Cheetah

Scheduling: TimeTrade; Staffworks

Professional Licenses and Affiliations

Commonwealth of MA, Real Estate Salesperson, issued 2006

Project Management Professional, anticipated September 2021

Volunteer and Professional Organizations

2020 – present, Elizabeth Peabody House

Board Member, Treasurer, Building Committee Chair

2014 – present, Mansard Place Condominium Trust

Treasurer

2013 – present, Junior League of Boston

New Member Program Manager, Secretary