

**TOYA JOHNSON** 13269 Imbus Trail, NW, Pickerington, OH 43147 (614) 937-9345, [ToyaJohnson353@gmail.com](mailto:ToyaJohnson353@gmail.com)

## **ORGANIZATIONAL LEADERSHIP, COMMUNITY ENGAGEMENT, WORKFORCE & DIVERSITY MANAGEMENT PROFESSIONAL**

Over 27 years of experience in civic leadership and legislative administrator roles. As a talented and resourceful senior manager, I effectively balance priorities and motivate others to achieve high levels of performance. I possess a passion for knowledge, utilize strong communication skills to influence positive change, value team collaboration, display efficient time management capability, and guarantee quality work results.

### **HIGHLIGHTS**

**2022 – Promoted** to serve as Deputy City Clerk for Columbus City Council

**2016 - Appointed** to serve as Assistant Director in newly created Department of Neighborhoods.

**2015 - Promoted** to serve as Deputy Director for the Columbus Community Relations Commission.

**2013 - Promoted** to manage the workforce development strategy for over 1,300 employees in the Department of Public Utilities.

Organizational Leadership	Teaching & Training	Workforce Development	Project Management
Executive Administration	Community Engagement	Negotiation & Mediation	Diversity & Inclusion

### **EXPERIENCE**

**DEPUTY CITY CLERK**, Columbus City Council, Jan. 2022 – Present

*Promoted to serve as Deputy City Clerk to assist in the direction and coordination of the work of the City Clerk's Office, monitor the activities of the department, and assist in the formulation of departmental policy.*

- Serve as the City Clerk in her absence resulting in accountability to members of City Council for all matters relating to day-to-day operational functions of the office.
- Represent City Clerk, as directed, at meetings involving City officials, business/community leaders, and the public.
- Advise on operational matters for the offices of City Council; oversee the maintenance of files for Council proceedings, City regulations, and other related materials.
- Respond to public inquiries about pending and completed legislation as well as legislative proceeding.
- Supervise staff, assign duties, complete performance reviews, and handle first-line disciplinary actions.
- Attend City Council meetings, answer procedural questions, and keep official records of meetings.
- Evaluate operations to assure compliance to standards and requirements, recommend needed changes.
- Handle material of a sensitive and confidential nature.
- Oversee expenditures for office including equipment and material purchases.

**ASSISTANT DIRECTOR**, City of Columbus, Department of Neighborhoods, 2016 - 2022

*Appointed to serve as Assistant Director of Neighborhood Services & Community Engagement for the newly created Columbus Department of Neighborhoods that encompasses the cities' Neighborhood Pride Centers, Neighborhood Liaisons, Neighborhood Pride program, and New Americans Initiative.*

- Led a team of 13 and served as an advisor to the director and Mayor's Office on neighborhood and community activities and issues.
- Formulated and implemented rules, regulations, and policies; set priorities for the Neighborhoods Services Division.
- Provided information to the Director on the progress of special department and division projects and events.
- Liaison between the Director and Mayor's office, agencies, departments and divisions, and community.
- Attended meetings of committees/commissions appointed by the Mayor, City Council or the Director, appeared before civic associations, business and special interest groups as a representative of the Director, Mayor, and department.
- Served as Acting Director (as needed).

**DEPUTY DIRECTOR**, City of Columbus, Community Relations Commission, 2015 – 2016

*Promoted to serve as Deputy Director to monitor the activities of the department, assist in the formulation of departmental policy and serve as a liaison between the Office of the Mayor, City Council, department directors and administrators.*

- Participated in the formulation of departmental policies and assist in the implementation of departmental policies.
- Served as fiscal manager for the departmental budget of \$920,505.
- Provided information to the Director on the progress of special department and division projects and events.

- Served as liaison between the Director and the Office of the Mayor, agencies, departments, and divisions.
- Attended meetings of committees and commissions appointed by the Mayor, City Council, or the Director to advise them on administrative matters and to assist them in expediting their projects.
- Supervised professional and support staff of 7.
- Appeared before civic, business, and special interest groups as a representative of the Director and department.

**WORKFORCE DEVELOPMENT MANAGER**, City of Columbus, Department of Public Utilities, 2013 – 2015

*Promoted to serve as primary management official to implement diversity and inclusion initiatives as a component of the workforce development strategy to address barriers to employee career progression*

- Guided and managed the 25 member Diversity & Inclusion committee, the first of its kind in the City of Columbus.
- Implemented strategic plan to increase the number of minority, female, and other protected class employees to enhance the productivity of the Department of Public Utilities workforce.
- Administered a formal mentoring program for employees that offered professional development for mentors. Presented workforce development/mentorship program outcomes at International Mentoring Association Conference and University of New Mexico Mentoring Institute.
- Targeted resolution of business stability concerns including mass retirement, knowledge loss from employee departure and workforce preparation for next-level advancement.
- Managed the summer internship program, a 6-8 week program for 80 high school and college student interns interested in careers within public utilities and city government.
- Planned the 2013 and 2014 Mayor's Small Business Conference; a 2-day featuring over 1,000 attendees.
- Launched a resource center to provide instruction, Civil Service test preparation and technology resources geared to improve employee test performance.
- Created the city's first Diversity Scorecard to capture diversity measurements within the 3 divisions and director's office for the Department of Public Utilities; served as assistant project manager for scorecard development.
- Presented workforce development and mentorship program outcomes two national mentoring conferences; International Mentoring Association Conference and University of New Mexico Mentoring Institute.

**SCHEDULER, MAYOR'S OFFICE**, City of Columbus, OH, 2011 – 2013; 2014-2015

*Hired to fill a vital role with managing, organizing and prioritizing all aspects of the Mayor's schedule.*

- Worked independently to obtain, review and set the priority for vital and confidential information related to the Mayor's task and meeting schedule.
- Managed, secured and delivered daily public relations messages; directly interacted with civic leaders, business executives and various government offices on behalf of the Mayor.
- Delegated non-critical tasks to prevent time conflicts; sourced meeting and event details and briefed Mayor on meeting requests to maintain schedule priority.

**RELATED EXPERIENCE**

**LEGISLATIVE ANALYST**, Columbus City Council, 2008 - 2011

**LEGISLATIVE AIDE**, Ohio House of Representatives, 2007 - 2008 (S. Williams) and 1992 - 1993 (B. Boyd)

**ADJUNCT PROFESSOR**, Columbus State Community College, 2005 – 2007

**LEGAL INTAKE OFFICER**, City of Columbus – City Prosecutor, 2004 - 2007

**PUBLICIST**, City of Cleveland – City Council, 2000

**MANAGER OF EVENTS**, City of Cleveland – Community Relations Board, 1998-2000

**CORRESPONDENCE COORDINATOR**, City of Cleveland – Mayor's Office, 1994-1998

**EDUCATION**

- **MASTER OF EDUCATION**, Cleveland State University, *Graduated with highest Honors*
- **PARALEGAL CERTIFICATE**, Sawyer College of Business, *Graduated with Highest Honors*
- **BACHELOR OF SCIENCE**, Marketing, Hampton University, *Graduated with Honors*

**ORGANIZATIONS, BOARDS & COMMUNITY INVOLVEMENT**

Franklin Park Conservatory Board (Secretary / Community Outreach & Education Committee / Diversity, Equity & Inclusion Committee) • Directions for Youth & Families Board • National Coalition of 100 Black Women Central Ohio Chapter • Leadership Ohio Fellow (2022) • United Way of Central Ohio Project Diversity/Pride Leadership (2019) • African American Leadership Academy (2017) • Leadership Columbus (2014) • Greater Columbus Chapter NFBPA (Charter Member/former Secretary) • Delta Sigma Theta Sorority, Inc. • Ohio Municipal Clerks Association Member • International Institute of Municipal Clerks Member