

TOYA JOHNSON

ORGANIZATIONAL LEADERSHIP, WORKFORCE MANAGEMENT

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Talented and resourceful manager with over 20 years of experience in civic leadership and legislative administrator roles. Effectively balances priorities and motivates others to achieve high levels of performance. Possesses a passion for knowledge and utilizes strong communication skills to influence positive change. Values team collaboration, displays efficient time management capability and guarantees quality work results.

HIGHLIGHTS

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

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

Served in key strategic positions in support of Mayor of Columbus, OH and Cleveland, OH; held two Legislative Aide roles frequently serving as proxy at committee meetings for State Representatives.

Created an innovative Sports Law curriculum utilizing legal expertise and provided instruction as an Adjunct Professor at Columbus State Community College.

Curriculum Design

Teaching & Training

Legislative Research

Negotiation & Mediation

Organizational Leadership

Workforce Development

Diversity & Inclusion

Executive Administration

Project Management

Community Outreach

Event Planning

Writing & Correspondence

EXPERIENCE

DEPUTY DIRECTOR, City of Columbus, Community Relations Commission, 2015 – Current

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

- Participate in the formulation of departmental policies and assist in the implementation of departmental policies.
- Serve as fiscal manager for the departmental budget of \$920,505.
- Provide information to the Director on the progress of special department and division projects and events.
- Serve as liaison between the Director and the Office of the Mayor, agencies, departments and divisions.
- Attend meetings of committees and commissions appointed by the Mayor, City Council or the Director in order to advise them on administrative matters and to assist them in expediting their projects.
- Supervise professional and support staff of 6.
- Appear before civic, business and special interest groups as a representative of the Director;
- Compile, edit, and write periodic reports.

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.
- Surveyed and identified challenges faced by employees related to race, gender, age, and generational gaps. Evaluated employee learning and work styles to improve the overall effectiveness of workforce.
- Implemented strategic plan to increase the number of minority, female, and other protected class employees and enhances the productivity of the Department of Public Utilities workforce. Partnered with Training department on basic training topics including supervision and soft skills.
- Administered a formal mentoring program for employees and offers professional development for mentors.
- Sourced external mentorship consultants via RFP and built key relationships with internal and external partners via Diversity Partners Roundtable.
- 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

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.

LEGISLATIVE ANALYST, Columbus City Council, 2008 - 2011

Performed a comprehensive review and audit of all city codes and laws within a 2-year period.

- Served as liaison to State Records Commission and managed public records for the city including record policy changes and record retention schedules for all city departments.
- Completed special projects for the City Clerk, created policy in support of all City Council members in relations to records requests, liquor permits and liquor licensing.

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

- Performed research on proposed legislation, managed interns, established meetings with constituents; wrote speeches for Representatives and served as proxy at committee meetings.

ADJUNCT PROFESSOR, Columbus State Community College, 2005 - 2007

- Joined the Sports Management & Exercise Science Department, designed custom sports law curriculum; taught Introduction to Sports management and Sports Law classes.

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

- Provided civil mediation, complaint resolution and earned a promotion to Legal Intake team supervisor with the City Prosecutors office. Supervised a team of 20 Officers.
- Mediated parties-in-conflict and negotiated agreements without court intervention and answered public inquiries concerning criminal complaints.

RELATED EXPERIENCE

Served in key leadership and support roles within Cleveland City Government over an 8– year period.

PUBLICIST, City of Cleveland – City Council

MANAGER OF EVENTS, City of Cleveland – Community Relations Board

CORRESPONDENCE COORDINATOR, City of Cleveland – Mayor's Office

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 & COMMUNITY INVOLEMENT

Leadership Columbus Alumni • National Forum for Black Public Administrators • Delta Sigma Theta Sorority, Inc. International Mentoring Association • Society for Human Resource Management • Phi Alpha Delta Law Fraternity