

FRANKLIN SANTOS

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SUMMARY

Results-driven Assistant Manager focused on driving performance, enhancing efficiency, and fostering collaboration, seeks the position of Fiscal & Operational Support (FOS) Division Manager of the Planning, Environmental and Development Services (PEDS) Department.

HIGHLIGHTS

- 10 years of leadership experience within the PEDS Department
- 10 years of trainer level experience in budget preparation, financial & productivity reporting, procurement, and contract management
- Served as the primary fiscal contact for testing and implementing concurrency and impact fee applications in LDMS, providing detailed insights throughout the process.
- Ready to provide value through extensive knowledge and experience within the FOS Division

EXPERIENCE

Assistant Manager

May 2022 – Present

Neighborhood Services Division of the Orange County PEDS Department

Orlando, FL.

- Assist the division manager in formulating strategic goals and objectives, aligning division initiatives with county priorities.
- Oversee daily operations, delegate tasks, and develop standard operating procedures (SOPs) for the division. Establish performance metrics and conduct regular evaluations to ensure objectives are met and identify areas for improvement.
- Supervise program managers, conduct performance evaluations, and provide ongoing training and professional development opportunities.
- Assist with hiring, onboarding, disciplinary actions, conflict resolution, FML administration, and other human resource (HR) related personnel matters.
- Prepare and monitor the division's operating budget, ensuring fiscal accountability and compliance with regulations.
- Analyze financial reports and forecasts to support informed decision-making and long-term planning.
- Manage division contracts totaling \$1.6 million, ensuring compliance with policies and regulations.
- Responsible for division inventory, including a fleet of 60 County vehicles, managing replacements through the VRUC process to optimize efficiency and cost-effectiveness.
- Responsible for division payroll, ensuring timely and accurate processing.

Business Unit Financial Advisor

January 2020 – May 2022

Fiscal & Operational Support Division of the Orange County PEDS Department

Orlando, FL.

- Supervised, trained and evaluated assigned staff.
- Assisted in the preparation of the annual budget for the PEDS Department.
- Monitored, tracked and approved budget activity for the PEDS Department.
- Performed research and analysis as required.
- Coordinated and reviewed monthly and quarterly financial reports.
- Oversaw the purchasing of goods and services for the Department.

- Ensured compliance with established policies, procedures and administrative regulations.
- Provided guidance and assistance to Division Managers with regard to budget, grants, purchasing and contractual services.

Senior Contract Administrator

February 2014 – January 2020

Fiscal & Operational Support Division of the Orange County PEDS Department

Orlando, FL.

- Prepared, reviewed and analyzed financial statements and reports.
- Tracked key performance indicators and prepared quarterly performance measure reports.
- Assisted project teams with financial guidance.
- Performed complex financial calculations in evaluating financial proposals.
- Reviewed financial records to ensure proper documentation was being maintained.
- Supervised, trained and evaluated assigned staff.

Accountant Specialist

May 2013 – February 2014

Orange County Property Appraiser

Orlando, FL.

- Worked under the general supervision of the Chief Financial Officer.
- Assisted the Chief Financial Officer with the development of the annual budget.
- Prepared and maintained accounting records.
- Reviewed vendor contracts and issued purchase orders for goods and services.
- Monitored budget balances and advised on fund transfers.
- Performed financial analysis on expenditures against approved budget allotments.
- Prepared quarterly billing statements and deposited checks received from taxing authorities.

Tangible Personal Property Auditor

August 2011 – May 2013

Orange County Property Appraiser

Orlando, FL.

- Examined the financial records of businesses to verify account information and conduct physical inspections of tangible personal property. Gathered data related to property type, age, condition and quantity. Reviewed various records and resources to verify that values are uniform and reflect fair market value.
- Created and maintained database files covering businesses that have been or are to be audited. Utilized available information sources to identify new businesses as well as businesses which may have sold, closed or experienced other changes during the preceding year.
- Calculated value of taxable tangible personal property using information provided on tangible personal property tax returns. Investigated incomplete or questionable tax returns.
- Investigated inquiries and complaints concerning value; conferred with property owners or their legal representatives to explain methods, procedures and policies with respect to the value placed on tangible personal property in Orange County as a result of audit or investigation.
- Represented the Orange County Property Appraiser before the Value Adjustment Board.

Budget Analyst Intern

March 2011 – August 2011

Orange County Office of Management and Budget

Orlando, FL.

- Researched grant opportunities and submitted proposals to officials for approval.
- Updated and maintained the grants database.
- Prepared grants oversight committee packages.

Assistant Manager*Porter Paints, PPG***May 2002 – March 2011**

Orlando, FL

- Established and maintained interpersonal relationships with paint contractors, employees, and vendors. Provided knowledgeable, timely, and friendly customer service in a consistent manner.
- Achieved sales and profit plan by controlling expenses, working capital, inventory, shrinkage and growing net contribution.
- Maintained adequate merchandise inventory. Ordered and accounted for weekly receivables.
- Supervised, trained and evaluated staff.

EDUCATION**Masters of Business Administration**

University of Central Florida

August. 2015 – May 2018

Orlando, FL.

Bachelor of Science: Business Administration: Finance

University of Central Florida

August. 2009 – Dec. 2012

Orlando, FL

INVOLVEMENTS

- 2024 - Mayor's Executive Leadership Program Participant
- 2020 - PEDS Department Annual Employee "WOW" Award recipient
- 2019 - Florida Government Finance Officers Association (FGFOA) Leadership Class Participant