

Heather Peoples

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EXPERIENCE

2023 - Current

Quality Assurance Specialist, Orange County, OCCC Fiscal & Operations Support

Serve as the liaison to the Comptroller's Office for all audits including the 2023 Peard Audit, 2025 Follow-up Audit of Parking Revenue, and 2025 Follow-up Audit of Event Utilities Revenue. Conduct internal reviews of Convention Center operations and term contracts to ensure efficiency, effectiveness, compliance with County policy and Florida law. Research policies, procedures, best practices, and pricing strategies of other venues and make recommendations for implementation. Manage project teams and student interns in addition to performing supervisory duties related to quality improvement initiatives such as planning, assigning, and reviewing others work.

2022-2023

Support Services Manager, Brevard County Parks & Recreation

Coordinated development and monitoring of the department's \$85 million budget supporting 106 parks, 15 community centers, 87 beach accesses, and Environmentally Endangered Lands program. Oversaw FEMA reimbursement applications for repairs related to Hurricane Ian and Nicole. Performed an assessment of the department's fee schedule and presented revisions to the Commission including seasonal rates for campground rentals. Coordinated procurement activities and monitored department contracts for compliance. Managed a team of four (4) Financial Coordinators, a Special Projects Coordinator, and one Administrative Assistant.

2021-2022

Sr. Policy Analyst, Leon County Administration

Led multiple special projects and internal reviews including the 2021 commission redistricting, development of a local broadband plan, and review of County facility use policies. Presented multiple policy and budget proposals for Commission consideration including modification of the County holiday schedule, contracting for the operation of a syringe exchange program, as well as the establishment of a high school EMT program. Developed successful grant proposals for the Florida Public Library Construction Grant and FCC Emergency Connectivity Fund. Managed cross-departmental project teams, County Administration interns, and the Library Director during Asst. County Administrator's extended leave of absence.

2016-2021

Special Projects Coordinator, Leon County Administration

Conducted internal reviews of County programs and policies including leading a multi-year re-envisioning of the Leon County Public Library System, overseeing a restructuring of the Library, and budgeting for

various process automations and capital projects. Presented budget proposals for Commission consideration including proposals for the creation of an independent Children's Service Council District and operation of the Leon Works Career Expo and Junior Apprenticeship programs. Led various special projects including the 2018 charter review, development of the County's five-year strategic plan, and administering the County's contract for the Commission on the Status of Women & Girls. Managed cross-departmental project teams and County Administration interns.

2015-2016

Management Analyst, *Leon County Office of Economic Vitality*

Assisted the division director in economic development efforts including administering the County's agreements with CareerSource and the Economic Development Council which was contracted to manage QTI and Enterprise Zone programs. Supported a Commission-appointed committee in assessing the County Purchasing Division's Minority, Women, & Small Business Enterprise (MWSBE) programs.

2014-2015

Program Specialist III, *Florida Department of Education*

Supported implementation and evaluation of Florida's Statewide Course Numbering System, an online database of postsecondary courses offered by Florida's colleges and universities. Provided technical guidance to faculty committees and institutions on policies and system use and coordinated statewide discipline committee meetings.

2013-2014

Program Specialist, *MADD Northwest Florida*

Coordinated statewide and regional public education programs. Oversaw program budgets, coordinated fundraising campaigns, and maintained financial records to ensure FDOT grant compliance. Recruited, trained, and managed 20+ local volunteers and interns.

2008-2013

Account Executive / Training Coordinator, *Association Management Professionals*

Oversaw the Florida Stormwater Association Training Center by successfully coordinating 30+ statewide workshops annually, ensuring curriculum compliance with FDEP and EPA standards, and managing the program's \$150k annual budget. Assisted in planning membership conferences for three environmental associations.

EDUCATION

December 2018

Master of Public Administration, FSU Askew School of Public Administration & Policy

Master's Thesis: *Beyond Aspirational Targets: Solutions to Promoting Long-Term Parity in Leon County Procurement Expenditures*

May 2013

Bachelor of Arts, English Literature & Political Science, Florida State University