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SECTION I: BIOGRAPHICAL DATA

11. GOVERNMENT EXPERIENCE

- **Assistant Commissioner** **01/2015 –Present**
Department of Licensing and Consumer Affairs
Oversight of the administration, management, budget and personnel matters of the department, including that of the twelve (12) Professional Boards and Commissions housed under the Department. Responsible for the supervisory work involving the accounting, budgeting and personnel matters of the Department.
Duties include:
 - In addition to the following listed duties of the Administrator of Boards and Commissions, I am responsible for the oversight of the business, management and personnel affairs of the Department. Oversee the accounting, budgeting and personnel functions of the Department.
 - Set up financial controls and establish internal audit to ensure efficiency on fiscal and other matters. Participate in the management of the various financial accounts of the department.
 - Manage human resources operations by recruiting, selecting, orienting, training, coaching, counseling, and disciplining staff; planning, monitoring, appraising, and reviewing staff job contributions; determining productivity, quality, and customer-service strategies; resolving problems; and, implementing change. Advise, instruct and train employees in the performance of their duties.
 - Assist in the maintenance of basic network operations including the installation of network hardware, network files, servers, routers, and other computer hardware and software related to networking. Perform and review routine system backups for all applicable systems, install new users, user environments, directories and email addresses, update and maintain the Department's database and computer website to promote interaction and sharing of information. Collaborates with the Network Technician, the Webmaster, VI Powernet and the Office for Information Technology to ensure that the Department is in line with the government's information technology initiatives.
 - Assist in the development and implementation of the agency running a resourceful website in which applicants may be able to use to apply and renew business license(s), run specification reports, and verify the nature of businesses operating within the territory as it may pertain to licensure or better business bureau.
 - Performed routine system backups for all applicable systems, install new users, user environments, directories and email addresses.
 - Perform all the duties of the Commissioner in his absence.

- **Administrator, Boards and Commissions** **04/2008 –Present**
Department of Licensing and Consumer Affairs
Responsible for the administration, management, budget and direction of the following twelve (12) Professional Boards and Commissions: VI Board of Architects, Engineers and Land Surveyors; VI Board of Barbers, Beauticians and Manicurist; VI Joint Board of Electricians, Fiber Optic Installers, HVAC Mechanics, Plumbers; VI Board of General Construction; VI Board of Public Accountancy; VI Board of Real Estate Appraisers; VI Board of Social Workers; and, the VI Real Estate Commission.
Duties include:
 - Work closely with the aforementioned respective Boards in the determination of budgetary needs, hence, supervises and coordinates the collection and preparation of Board's operation and I prepare, justify and submit a budget for each Board to the Commissioner of the

Department of Licensing; prepare and publicize Board agendas and minutes from meetings. Prepare and submit to the Commissioner of the Department of Licensing and Consumer Affairs monthly, annual and reports as it relates to the operation of the Office and Board issues.

- Develop and implement policies and procedures to effectively carry out Board functions. Ensure Board decisions are efficiently and effectively implemented, maintenance of all office records and assure a high level of performance by the Board and quality of service is provided to the public and national counterparts by constant evaluation; and assessing when training is needed where service is found to be inadequate.
- Promulgate Rules and Regulation to effectively enforce practice and title laws governing respective Boards and Commissions not only in the Virgin Islands but to persons in other states, territories and countries.
- Train employees in developing and maintaining good customer relations, and how to effectively resolve customer service problems.
- Ensure that professional qualifications of those entering the practice meet minimum requirements for education, experience and examinations. Responsible for processing of all applications for registration/licensure in the Virgin Islands before forwarding to respective Boards for approval; processing of annual renewals of all registrants and licensees; the processing of all complaints, notices of all legal action making arrangements for hearings, implementing and appropriately filing final Board decisions in a timely manner, guided generally by experience and a complete knowledge and understanding of administrative law. Responsible for arranging the acquisition of test materials, secures test facilities, proctors and then supervises the administration of the examinations. Disseminate notification of results to applicants, and oversees the issuance of certificates, licenses and permit numbers.
- Utilize the ERP system to process and approval of requisitions and purchase orders, scanning of invoices and process the collection and application of monies to the respective accounts.
- Conduct educational workshops and seminars as a means to disseminate information relative to licensure requirements, legislative amendments, regulations, and other issues that Boards are confronted with.
- Protect consumers by preventing violations through effective enforcement of statutes.

• ***Assistant Director, Division of Licensing*** ***05/2002–04/2008***

Department of Licensing and Consumer Affairs

Assisted the Director in the development and administration of the Territory's business licensing program and in developing and justifying the division's annual budget. Represented the Department and the Commissioner before the Legislature, courts and other administrative and civic organizations. Designed an in-house accounting program for entering financial data on the computer to reconcile with the Government's former FMS and newly ERP systems. Appointed as the Department's Super-end User of the GVI Enterprise Resource Planning (ERP) system in which I trained employees who utilize the ERP system to process and approval of requisitions and purchase orders, scanning of invoices and process the collection and application of monies to the respective accounts. Assisted in the maintenance of basic network operations including the installation of network hardware, network files, servers, routers, and other computer hardware and software related to networking. Assisted in the management of property inventory, transfers and vendor payments; Maintained division's vehicle management records, assignment of vehicles, gas, repair and maintenance, etc.; and, division's long distance telephone records. Supervised and directed a staff of seven in the affairs of the Licensing division on St. Croix and supervised the division territory-wide in the absence of the supervisor; Assigned and reviewed work for accuracy and completeness.

• ***Executive Secretary to the Commissioner*** ***06/2001– 05/2002***

Department of Licensing and Consumer Affairs

Maintain the Commissioner's calendar, maintain and manage the files in the Office of the Commissioner. Prepare and type all reports, correspondences, and other documents on the activities for the Office of the Commissioner. Serve as the Legal Clerk of the Administrative Court, participate in the Administrative Hearings, assists the Hearing Officer in conducting hearings.

- ***Tobacco Investigations Coordinator***

1998 – 2000

Department of Licensing and Consumer Affairs/FDA Tobacco Program

Assisted in the development and implemented the Tobacco Investigations Program to enforce federal and local laws regarding the sale of tobacco to minors; Prepared, justified, and monitored the contract as well as the budget for the Tobacco Investigation Program; Reconciled federal accounts through Smart Link, the local account through the V. I. Government's Office of Management and Budget (OMB) and the Financial Management System (FMS).

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