

March 21, 2021

Cambridge City Council Office
Attn: Naomie Stephen
Cambridge City Hall
795 Massachusetts Avenue
Cambridge, MA 02139

Dear Mayor and City Councilors,

I am writing to apply for the position of City Clerk.

I believe my experience in Federal and Municipal government, and in particular as a City Clerk and as a City Councilor, make me well qualified.

Throughout my career I have demonstrated a commitment to good government, expanding constituent outreach, and to providing exceptional customer service. I would bring this commitment to the citizens of Cambridge, to the Mayor, City Council, City Manager and all departments, boards and commissions.

My resume is attached. I look forward to hearing from you and to moving forward in this process. If you have any questions, please contact me at

Sincerely,



Diane LeBlanc

Attachment (Resume)

DIANE LEBLANC

CANDIDATE FOR THE POSITION OF CITY CLERK

EDUCATION

Master of Public Administration - *Northeastern University, 1987*, Concentration in Budget and Finance, Summa Cum Laude - 4.0 GPA

Bachelor of Science, *Northeastern University, 1981*, Major in Political Science/Public Administration, Minor in History, Summa Cum Laude - 3.8 GPA

College of Arts and Sciences Alumni Award for Professional Promise

Special Executive Program, MIT - *Sloan School of Management* Certificate Program - Management of Change in Complex Organizations

EXPERIENCE

CITY CLERK, CITY OF LAWRENCE, MA August 17, 2021 to Present (\$117,500.00)

Responsible for the overall management and supervision of the City Clerk's Office including the Elections Division. Serve as the Official Record Keeper for the City appointed by and accountable to the City Council. Responsible for the City's vital records including births, deaths, marriages and cemetery deeds. Also responsible for the City's general ordinances and zoning ordinances and for processing various fines, issuing business certificates and various licenses. Serve as the Records Access Officer for the City responsible for compliance with the Massachusetts Public records Law. Also serve as Notary Public and a Justice of the Peace. Responsible for preparing and maintaining City Council documents, and serve as Clerk to the City Council. Provide training for new Councilors related to process and Council Rules. Ensure the posting of all City meetings and public hearing notices to comply with the Open Meeting Law. Responsible for overseeing all local, state and federal elections in the City which has 24 different polling locations. Also serve as the Clerk to the Board of Registrars.

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION (NARA), 1978 – 2015

I have held several progressively responsible positions with the National Archives and Records Administration and have been held accountable for results throughout my professional career. I served on the Agency's first Strategic Planning Committee and on numerous other key mission related efforts focused on our staff and our customers. I received the National Archives Outstanding Performance Award on 29 separate occasions.

SPECIAL ASSISTANT, NARA, OFFICE OF PRESIDENTIAL LIBRARIES, 2012-2015 (\$158,700.00)

Served as Assistant to the Director of all 13 Presidential Libraries with responsibility for planning, developing, coordinating and administering the nationwide Presidential Library System. Performed a wide variety of complex, strategic and cross-cutting mission enhancing assignments that had impact upon the National Archives, Office of Presidential Libraries and our customers. Advised on new approaches to enhance customer service and create new partnerships. Was responsible for the traveling exhibits program; one of the largest and most critical outreach efforts of the library system to ensure public access to historical artifacts and documents. Served as the National

Archives Lead on negotiating a partnership with Mount Vernon to exhibit George Washington's personal copy of the Constitution, Acts of Congress, at all 13 Presidential Libraries across the Country; handled logistics, security and related programing. Represented the Office of Presidential Libraries with local and national media outlets. Created an employee recognition and awards program and served as the liaison with the AFGE union. Concurrently served as the backup for the Director, Center for Legislative Archives, responsible for the records of Congress, in the event the incumbent was unable to act during a disaster or national security emergency.

REGIONAL ADMINISTRATOR, NARA, NORTHEAST REGION, 1997-2012 **(\$155,500.00)**

Directed operations of the Federal Government's primary records management agency responsible for all aspects of caring for and providing access to temporary, permanent and historic records in all formats including electronic. Coordinated Federal records management throughout New England, New York, New Jersey, Puerto Rico and the U.S. Virgin Islands. Spearheaded a new agencywide program called "Targeted Assistance" that provided direct help to Federal agencies in dealing with their front-end records management issues. It was a move away from the more traditional evaluation/audit method of interaction with our customers, to a more customer focused, partnership model. Negotiated numerous memorandums of understanding with other Federal agencies and partners on behalf of the National Archives. Responsible for establishing and meeting the Region's annual work plan and long-term goals. Managed a staff of 30-200 employees, responsible for hiring, employee development and performance reviews. Established and sustained excellent union relations and a vital employee awards and recognition program. Expanded the volunteer program. Administered the Region's FTE allotments and multi-faceted, multimillion dollar budget consisting of both appropriated funds and reimbursable income. Responsible for procurement oversight, space management, property and equipment management, and facility oversight at NARA's Massachusetts, New Jersey and New York locations. Nurtured effective community relationships. Coordinated public events, exhibits of public interest, and educational programs. Enhanced outreach to all customer groups and expanded services. Customer base included the general public, historians, lawyers, veterans, court personnel, Federal agencies and employees, congressional staff, the media, teachers, students, and genealogists. Hosted numerous customer focus groups and open houses and regularly surveyed customers for feedback. Successfully implemented a reorganization that consolidated diverse divisions into a network of regional offices. Established a comprehensive customer service program and streamlined work processes to improve the delivery of service throughout the region. Effectively handled all employee and customer issues related to the closure of a National Archives facility in New Jersey and the relocation of more than one million cubic feet of records. Also, effectively managed the closure of an archival research facility in Massachusetts; identifying and negotiating with a community partner who took on the function thus ensuring minimal impact on customers. Worked hand in hand with the union to assist employees impacted by both closures with finding new positions. Successfully converted two "free" records center storage operations to a "fee for service" program while maintaining exceptional customer relationships and without losing a single customer. Met frequently with customers and staff to explain changes in policies, obtain suggestions, respond to concerns and celebrate successes. Received the Archivist's Achievement Award, the agency's most prestigious award, for my "commitment to honor and provide exceptional service to our nation's veterans and their next of kin". Responsible for certifying all documents and administering the Oath of Office to new employees. Maintained a top-secret security clearance.

MASSACHUSETTS STATE HISTORICAL RECORDS ADVISORY BOARD, 2007-2009

Appointed by the Secretary of State to the Massachusetts State Historical Records Advisory Board, the central advisory body for historical records coordination in the Commonwealth. As an active board member, did outreach to historical records repositories including local historic societies and city and town clerks, to let them know what we offered and to provide training on preserving and providing access to archival materials. Reviewed grant proposals for funding from the National Historic Publications and Records Commission.

DIRECTOR & ASSISTANT DIRECTOR, FEDERAL RECORDS CENTER, 1993-1997

Directed operations and activities of the main NARA records center supporting Federal agencies in New England. Responsible for the budget, facility, and a staff of 45 (FTE). Focused on staff development, cross training and benchmarking. The Center consistently met or exceeded all productivity goals and without exception significantly exceeded all quality standards. Enhanced outreach to the Federal community including the Courts, Department of Veterans Affairs, Immigration and Naturalization, the IRS, and the Department of Defense. Oversaw a major expansion and renovation of the building. Developed and coordinated programs of the regional Women's Opportunity Committee, creating opportunities to discuss issues and establish networks to advance the professional development of women.

CHAIR - VICE CHAIR - DIRECTOR, FEDERAL EXECUTIVE BOARD, 1985 – 2015

Provided leadership to the Board of Directors and a Full Board that included regional agency officials from Federal agencies, representing all Federal employees in the greater Boston area for over 27 years. Served as Chair or Vice Chair for 19 years, longer than any other Federal leader in the Country. Served as a prominent public advocate for initiatives on homeland security, customer service, education technology and community partnerships. Created forums for the exchange of information and the discussion of common issues. Facilitated the coordination of inter-agency operations and the pooling of resources to gain efficiencies. Promoted partnerships with Congressional offices, state and local agencies and officials, chambers of commerce, community-based organizations, local schools and universities. Chaired the Committee responsible for outreach to Veterans and the American people. Served as the Board's lead on "Conversations with America" an initiative of the Clinton Gore Administration. Credited with establishing the Federal community's *Campaign to Promote Public Service*. Served as lead facilitator bringing together several special emphasis groups into a unified Diversity Committee. At critical points moved to restructure the Board to be more responsive to changing times, often leading the way for other Federal Executive Boards across the Country. Instrumental in creating the Board's Homeland Security Committee, the Federal Community's Emergency Decision and Notification Committee and the interagency "Serving our Nations Veterans Task Force". Served as the Executive Producer and Host of the "Your Federal Government" cable series shown in communities throughout Massachusetts and beyond.

MUNICIPAL EXPERIENCE, CITY OF WALTHAM, COUNCILOR AT LARGE, 2010-2019

Served as the first female President of the Waltham City Council. Also served as Vice President, and as a member of the Long-Term Debt and Capital Planning Committee, the Ordinances and Rules Committee, the Economic and Community Development Committee, the Public Works and Public Safety Committee and the Veterans Services Committee. During my tenure as President and Vice President, I worked closely with the City Clerk's Office to facilitate Council business and helped to prepare and review dockets, agendas and meeting notices.

Over the years I was a lead on several pieces of legislation. Co-authored the Council Resolution designating Waltham as a “Welcoming City” supportive and safe for all residents. I was a lead sponsor on the City’s inclusionary zoning ordinance.

MUNICIPAL EXPERIENCE, CITY OF WALTHAM, COUNCILOR AT LARGE, 2010-2019

Worked with Mothers Out Front on their gas leak initiative and was a lead sponsor on the ordinance creating the Assistant Director of Sustainability position. Authored the ordinance that doubled the property tax abatement given to our disabled veterans and low-income seniors. Worked closely with the Director of Human Resources to write the City’s first Human Resources Ordinance and with the City Clerk to update the City’s Poll Worker Compensation Ordinance. Also authored the ordinance to recognize City employees during Public Service Recognition Week. I was accessible and responsive to residents across the City and worked with them to get answers to their questions and to maneuver local government to get their problems solved. Worked with the City Clerk and spearheaded the effort to bring the State Archivist and records management staff on site to provide training to City department personnel. Also worked with the City Clerk and City Purchasing Director on layout, shelving, inventory control, temperature and humidity specifications and security for the City’s Archives and Records Center. Hosted a local cable show called “Inside the Council Chamber”, that focused on the fundamentals of what the City Council did, how and why it operated in certain ways, and what that meant for the citizens of Waltham. Facilitated the Council process of hiring the City of Waltham’s current City Clerk and Assistant City Clerk.

CHILDREN AND FAMILIES

Worked with families to address special needs services and concerns related to bullying and safety. Served on the Northeast Elementary School Council, on the Our Lady’s Academy Consultative Board and on Waltham Superintendent Nicholson’s Advisory Council. Served on the Committee to create the Waltham Schools First Anti-Bullying Prevention Plan and was a member of the Bullying Prevention Task Force. Served on the Safe Schools Healthy Students Coalition and was a member of the Waltham Youth and Community Coalition.

COMMITMENT TO DIVERSITY

Co-Chaired the City’s Complete Count Committee for the 2010 Federal Census and was instrumental in forming a committee truly representative of Waltham’s diverse community. As a Councilor I did outreach to the Latino Community, the Haitian Community and the Ugandan Community. I was especially engaged with Latinos En Acción, actively supporting all their programming including efforts to provide English classes. I have been recognized by the organization on several occasions. One Citation reads: “In appreciation for your collaboration” and “For your cooperation and enthusiasm to help everyone that needs you no matter who they are”.

OUR NATION’S VETERANS

Provided leadership to the Vietnam Veterans Memorial Moving Wall Committee that brought the Moving Wall to Waltham in 2005 and 2016. Recruited and trained the many volunteers who supported this effort and was responsible for planning several ceremonies and special programming to honor those who made the ultimate sacrifice for our freedom. I and the other members of the Moving Wall Committee received the Waltham Hero Award in 2017 for this effort. Provided leadership to the City’s Circle of Remembrance Committee and participated annually in the City’s Brick Dedication Ceremony. I have been recognized by the City of Waltham, the American Legion and the VFW for my work on behalf of veterans.

LOCAL HISTORY

Provided leadership to the Historic Waltham Committee/Historic Waltham Inc. Working on behalf of Historic Waltham Inc., coined the phrase "Waltham's History-The Nation's History". Developed and oversaw an essay program that connected children to the City's history. Developed a free field trip program available to elementary schools in the City that allowed students to explore the City's historic treasures. I am a past Chair of Historic Waltham Days. At their request, I have consulted on numerous occasions with the Waltham Museum regarding their space and collections.

VOLUNTEERISM

My first volunteer position was with Waltham's Civil Defense Department in 1982, where my skills were tapped to support the City's Crisis Management and Shelter Re-Location Planning. I have served as a mentor with the Waltham Partnership for Youth, done outreach to homebound seniors, served on the YMCA Board of Directors, the Reagle Music Theatre Board of Directors, the Waltham Community Day Center Board of Directors and the Waltham Tourism Council Board of Directors. I volunteered regularly at the local soup kitchen run by the Middlesex Human Services Agency and received their Robert and Thomas McNamara Award for Community Service.

AWARDS

DISTINGUISHED FEDERAL EXECUTIVE OF THE YEAR

The citation reads in part "Simply stated, Diane LeBlanc is public service. She is an energetic, hands-on executive who is deeply committed to her agency and its mission, her staff and the highest ideals of public service. She works hard to dispel the typical government stereotype and make the American people feel good about their government. She exemplifies the highest ideals of public service; dedication, honor and integrity."

EXCELLENCE IN GOVERNMENT OUTSTANDING TEAM OF THE YEAR

I led my Team to earn the Excellence in Government Outstanding Team of the Year Award. The National Partnership for Reinventing Government noted: "The fundamental change is the Team's all-encompassing commitment to customer service and continuous improvement. The Team has written its customers and publicly stated its goal to delight each and every one of them. Local operations have been streamlined while continuing to meet growing workloads through gains in quality and productivity. The Team has redesigned the Research Room to better serve the taxpayer. Major functions, such as the handling of reference requests, have been enhanced. Finally, the Team's entire method of interaction with their customers, both Federal agencies and members of the public, has been redefined with a focus on constant feedback through surveying and face to face communication."

WOMENS OPPORTUNITY COMMITTEE LEADERSHIP AWARD

The citation reads "As a result of Diane's leadership and vision, pride and commitment became inseparable, delegation felt more like empowerment, maintenance of high standards was motivational and seemingly effortless hard work was to be emulated. We seriously doubt Diane fully comprehends the enormous impact her example has made on us as individuals and on the Committee as a whole; but we have learned and will continue to learn from Diane the difference a positive attitude can make, and the impact that people skills coupled with concern for individuals and the Committee can make. Diane LeBlanc is an outstanding representative of the best of public servants."

OUTSTANDING FEDERAL MANAGER OF THE YEAR

Specifically cited for fostering a “can do” quality conscious attitude and for constantly stressing that being responsive to the needs of customers is the essence of public service.

QUEST FOR QUALITY AWARD

The citation reads “For working to bring the concepts of continuous quality improvement to the Federal community.”

DISTINGUISHED PUBLIC ADMINISTRATOR OF THE YEAR

Named Distinguished Public Administrator of the Year by the American Society for Public Administration in recognition of contributions that encompass individual exemplary accomplishments and a long-standing series of achievements in public service.

AFFILIATIONS/MEMBERSHIPS

International Institute of Municipal Clerks
Massachusetts’s City Clerk’s Association
American Institute of Parliamentarians
National Association of Parliamentarians

REFERENCES

Available upon request.