

Erin Bates

Clearwater, Florida | (727) 612-7737 | erin.e.bates4@gmail.com

Professional Profile

Highly motivated professional with many years of experience in diverse environments, including educational, volunteer-oriented, retail, supervisory, and community-based. Excel in analyzing and solving problems with ability to communicate effectively with all levels of leadership. Experience in employee supervision in office and retail environments. Strong work ethic and collaborative approach to problem-solving. Balanced full-time parenting at home with volunteer efforts, freelance work, and full-time pursuit of higher education prior to returning to a traditional workforce environment. Independently driven, versatile, and committed to lifelong learning. Passionate about improving the community and the lives of those within it.

Education

St. Petersburg College

Bachelor of Science, Public Policy and Administration
Graduated *Cum Laude*

Clearwater, FL

May 2020

Hope College

Bachelor of Arts, English

Holland, MI

May 2001

Skills

- Capable crisis manager
- Strong organizational skills
- Excellent writing, communication, and editing ability
- Proficient in administrative functions, including payroll, budgeting, scheduling, and billing
- Proficient in Microsoft Suite
- Body Mechanics instructor
- FEMA, TEEX, CDP, and NACCHO training in communications, preparedness, emergency operations, MCM, dispensing operations, ICS, and NIMS (full course list available upon request)
- Detail-oriented and attentive
- Adaptable and self-motivated

Professional / Volunteer / Freelance Experience

Florida Department of Health in Pinellas County

Program Manager

St. Petersburg, FL

March 2022-present

- Public Health Preparedness Program Manager
 - Training of more than 700 staff members on statutorily required Special Needs Shelter training
 - Multi-agency coordination, Special Needs issues liaison, primary on ESF-8 issues
 - Liaising and coordinating with Tampa Bay Health & Medical Coalition, Pinellas County Schools, regional CHDs, state agencies, Pinellas County Emergency Management, and other community partners on all hazards planning and response
 - Strategic planning on emergency and ongoing response operations

- Comprehensive Emergency Management Plan reviewer
- Ensure delivery of preparedness expectations and ongoing review of CHD plans and policies
- Serve as Medical Reserve Corps leader for Pinellas County

Florida Department of Health in Pinellas County

Planning Consultant

St. Petersburg, FL

October 2020-March 2022

- Special Needs Shelter Coordinator for Pinellas County
 - Maintenance and QA of Special Needs Registry, including design input for upcoming database overhaul
 - Editing, updating, and compiling DOH Shelter Manuals
 - Coordinating and assigning Emergency Duties for DOH employees
 - Updating DOH computers with relevant documents as part of readiness efforts in Pinellas County
 - Community Partner Liaison on Special Needs Issues
 - Strike Team coordinator
 - Public Health Preparedness trainer, including Special Needs Shelter training for over 700 DOH-Pinellas staff and Pinellas County Schools nursing staff
- Secondary on ESF-8 issues
- Liaising and coordinating with Tampa Bay Health & Medical Coalition, Pinellas County Schools, regional CHDs, Pinellas County Emergency Management, and other community partners on COVID-19 response and all hazards planning/response
- Strategic planning on emergency and ongoing response operations
- Editor/First Reviewer of program publications
- Comprehensive Emergency Management Plan reviewer
- COVID-19 vaccination planning and operations efforts, including nursing home pilot program; coordination with National Guard, AMR, Pinellas County Government, numerous local cities, community organizations, and

Florida Department of Health in Pinellas County

Government Operations Consultant

St. Petersburg, FL

September 2020-October 2020

- Assisted with local COVID-19 response
- Interviewed and collected documentation from applicants to COVID-related positions
- Special Needs Shelter Coordinator duties as detailed above

Pinellas County Schools

Level 2 Volunteer

Clearwater, FL

September 2011 - Present

- Parent Teacher Association Officer
- Skilled at organizing and administering events such as book fairs and seasonal festivals
- Background checked and qualified for overnight field trip supervision and transportation of children

Political Campaigns, Volunteer

- Elizabeth “Liz” Jack for Judge
- Obama for America

Clearwater, FL

March 2020

August 2012 - November 2012

St. Petersburg College**Clearwater, FL***Bachelor of Science, Public Policy and Administration Full-Time Student* May 2018 – May 2020

- Excelled in courses on urban planning, policy analysis, public finance, crisis communications, administrative law, process improvement, constitutional law, human resources management, and additional policy-related subjects

Holland Christian Schools Alumni Magazine**Holland, MI***Editor*

January 2005 – December 2010

- Conducted interviews of current and former students and staff
- Wrote articles about notable alumni and the school community
- Copy edited magazine content prior to publication

Altman Chiropractic Clinic**Wheaton, IL***Office Manager*

December 2006 – January 2010

- Liaised with patients and addressed inquiries, appointment requests, and billing questions
- Established office contracts with health insurance companies and managed billing to both private and Medicare/Medicaid insurance providers
- Managed administrative office employees, office budgeting, and payroll
- Designed and implemented public relations and advertising promotions
- Organized and managed monthly community events promoting health awareness

References

- Kevin Jensen, Adjunct Instructor, St. Petersburg College
 - jensen.kevin@spcollege.edu
 - 727.266.4585
- Jalysa Erskine, Epidemiologist, FDOH
 - 615.509.7416