

HELEN M. MANNING

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Experience

Office of Governor Gina M. Raimondo, State of Rhode Island

Providence, RI

Director of Executive Operations

January 2019 – Present

As the first ever Director of Executive Operations in the Office of Governor Raimondo, fulfills roles of administrative assistant and confidential secretary to the Governor while managing executive operations to advance gubernatorial priorities. To ensure that the Chief Executive can perform her duties and meet obligations at the highest capacity, anticipates and addresses day-to-day needs, renders effective and efficient assistance to the Governor, and cultivates an environment conducive to productivity by directing office-wide activities and processes.

Executive assistant duties include:

- Coordinating with the Director of Scheduling, the Office Manager, the Rhode Island State Police Executive Detail, gubernatorial advance staff, communications personnel, outreach staff, and external entities to arrange logistics for events, meetings, and travel in support of the overall conduct of State business;
- Supporting the scheduling process by communicating directives from the Governor, advising and guiding the Director of Scheduling and senior aides, and, as needed, directly managing calendar appointments, fielding and relaying scheduling requests, confirming meetings and events, and giving regrets;
- Managing large-scale events hosted by the Governor in her official capacity, implementing the Governor's vision for internal and external events by overseeing, consulting on, or directly executing all aspects of coordination, from conception to clean-up;
- Preparing Chief Executive for participation in events as honored guest, speaker, or master of ceremonies;
- Arranging arrival of meeting participants, escorting visitors to and from offices, and facilitating transitions between appointments, meetings, and events to keep Governor and executive team on schedule;
- Providing administrative and clerical assistance to Chief Executive and immediate staff, such as managing contact databases, obtaining information and records, and working with other members of the executive administrative team to provide project support;
- Executing the Governor's directives and acting as an authorized agent and representative in matters of official, personal, and private importance; and
- Coordinating the delivery of meeting materials, briefing documents, and background information to the Governor such that she is prepared for scheduled events, calls, appointments, and meetings.

Charged with overarching operational responsibilities, such as:

- Managing relationships between the Chief Executive and other parties, including but not limited to office staff, Cabinet Members, and State employees, as well as external partners, collaborators, contemporaries, and advisors;
- Overseeing all correspondence issued from the Governor in her official capacity, including interdepartmental directives, intergovernmental correspondence, formal invitations, and letters of support for initiatives, grant applications, and projects;
- Directing executive support staff to accomplish administrative tasks for the Governor and her immediate office, including but not limited to purchasing and inventorying supplies, printing and distributing materials, sorting and keeping records, installing technical equipment and software, and establishing and maintaining office organization;
- Ensuring that that standards of protocol befitting the Office of the Governor are observed at all times within the office and at events hosted by the Governor; and
- Managing and maintaining the Governor's State Room within the Rhode Island State House. Duties include booking, organizing, and supporting internal and external events, and coordinating routine cleaning and upkeep of the State Room and the artifacts contained therein, the total value of which exceeds \$15 million.

COVID-19 Crisis

Despite assuming the position just weeks before the advent of the COVID-19 pandemic, quickly adapted to meet the unprecedented and immense challenges presented by the crisis, and rapidly developed an unparalleled rapport with the Chief Executive in the process. In light of the sudden shift from a schedule of external events, ceremonies and formal engagements to a calendar comprised primarily of data-driven strategy meetings, adjusted accordingly to provide supports as needed. During the first ten months of the crisis, aided in transitioning in-person meetings and events to new mediums; conducted research and obtained critical reports and established document tracking and record-keeping systems for the influx of records and materials; and obtained detailed information for essential contacts and tracked the Governor's interactions. In addition, advised COVID leadership and subject-specific teams on best practices for data dissemination and document formatting, informing daily reporting processes; designed and implemented social distancing protocols for the office to limit the spread of COVID-19; orchestrated targeted outreach to constituents from the Governor; and managed personal relationships more closely than previously required.

Office of Governor Gina M. Raimondo, State of Rhode Island

Providence, RI

Special Assistant to the Chief of Staff

September 2016 – Present

Charged with aiding the Chief of Staff to facilitate the accomplishment of high-level tasks as necessitated by principal's position, or as dispensed by the Governor. Provided extensive support in service to the achievement of three major responsibilities: the oversight of the internal operations of the Office of the Governor, the management of the Governor's Cabinet, and his representation of the Governor in the public sphere. Implemented and managed special projects at the direction of the Governor, the Chief of Staff, and senior staff.

Primary duties included:

- Equipping the principal to execute the business of the State by anticipating and addressing day-to-day administrative and clerical needs. Routinely acting as principal's authorized agent and representative in matters of official and personal relevance. Exclusively managing principal's schedule and coordinating with internal and external contacts to arrange logistics for meetings and events attended by the Chief of Staff, whether as an individual agent or as a representative of the Office of the Governor.
- Overseeing all correspondence issued from the Governor in her official capacity, including interdepartmental directives, intergovernmental correspondence, formal invitations, and letters of support for initiatives, grant applications, and projects.
- Serving as primary coordinator for Governor's Senior Staff, Governor's Office, Operations Council, and Governor's Cabinet. As such, responsible for maintaining membership lists and contact databases, drafting and issuing communications between Chief of Staff and members, and scheduling events.
- Designing, maintaining, and distributing office reference materials, including organizational chart, detailed contact list, and policy portfolio distribution. Orchestrating office-wide events, both formal and informal.

Given scope of principal's responsibilities and proximity to Chief Executive, responsibilities of Special Assistant extended to include:

- Working closely with Governor's Executive Assistant, Director of Scheduling, Outreach Directors, and Communications personnel to render event coordination assistance and ensure that large-scale events were executed soundly.
- Facilitating placement of interns within the office of the Governor.
- Lending writing and editing expertise to improve Gubernatorial Citations and Proclamations, printed materials, presentations, website content, and more.

Office of Mayor Jorge O. Elorza, City of Providence

Providence, RI

Assistant to the Chief Operating Officer

January 2015 – September 2016

Provided extensive administrative and clerical support to the Chief Operating Officer to support efforts to better align the City's budgetary, operational and economic priorities. Facilitated principal's effective oversight of three major divisions: Operations, Finance & Administration, and Economic Development.

Washington County Regional Planning Council

Wakefield, RI

Research Associate, Partnership for Rhode Island Streetlights Management September 2014 – January 2015

Hired as a consultant to optimize office management, conduct project communications, and assist Executive Director with day-to-day, including scheduling, filing, and digitizing records. Responsibilities included municipal contact management, project research, data collection, creating and editing project publications, and reviewing grant proposals.

Rhode Island Natural History Survey

Narragansett, RI

Coordination Assistant, Coastal Resources Center Climate Change Project May 2014 – January 2015

Provided stakeholder engagement, outreach, and project support for the Rhode Island Shoreline Change Special Area Management Plan (Beach SAMP), a multi-agency effort to offer statewide climate change management and coastal hazard mitigation guidance. Worked directly with project lead, management and research teams, and administrative staff to facilitate extensive stakeholder process underlying the creation of the SAMP. Assisted with event planning for public stakeholder meetings, municipal outreach events, interagency coordination meetings, and study tours.

University of Rhode Island Coastal Resources Center & Rhode Island Sea Grant

Narragansett, RI

Project Coordination Assistant, Undergraduate Research Assistant, and Student Administrative Assistant October 2010 – May 2014

Responsibilities evolved from standard clerical work typical of student positions to project-specific event coordination, communications, and research. Discovered interest in public administration due to work on management projects such as the Rhode Island Shellfish Management Plan. Coordinated registration for over 100 participants and facilitated speaker presentations for 2013 Rhode Island Sea Grant Baird Science Symposium. Helped establish an annual shellfish educational series for Rhode Island residents, later run jointly by CRC/RISG and RI Department of Environmental Management.

Education

University of Rhode Island

Kingston, RI

Bachelor of Arts, English

December 2014

New York University

New York, NY

English & Creative Writing

2007 - 2009

Skills & Strengths

- *Protocol management:* Entrusted to initiate and oversee official executive action in accordance with protocol standards for events of significance, formal occasions, and matters of State.
- *Relationship management:* Proficient at establishing and maintaining relationships in support of principal's priorities by initiating contact with partners at all levels, observing occasions for outreach, and coordinating follow-up after events or engagement.
- *Document production:* Expertise in document and publication production, from content generation to formatting media for print and online consumption. Product portfolio includes management plans and reports, project websites, infographics, posters, and visual aids for events or presentations.
- *Stakeholder engagement:* Background in stakeholder processes and public engagement; familiar with online information sharing and contact management tools, including Wordpress, Insightly, VerticalResponse, Wufoo, and SlideShare.
- Tech-savvy and skilled at troubleshooting across user interfaces and platforms. Mac and PC literate; adroit at MS Office Suite (Outlook, Excel, Word, PowerPoint, and Publisher), Adobe Acrobat, Google applications, and photo-editing programs. Proficient at basic web design, customizing CSS, and social-media management.
- Agile, creative problem-solver. Personable, helpful, highly organized, and detail-oriented, to the benefit of colleagues and office-wide processes. Continually endeavor to optimize workflow by improving and formalizing existing practices, implementing tracking systems, and bolstering colleagues' access to information, tools, and templates.