

James M. Hartshorn

EDUCATION

Texas A&M University

Bush School of Government & Public Service

Master of Public Service & Administration - State & Local Government (2013)

Brigham Young University - Idaho

Bachelor of Sociology - emphasis in Criminology (2009)

WORK EXPERIENCE

City of Pflugerville

Assistant City Manager (June 2019 – Current)

- Participate in the development and implementation of goals, objectives, policies and processes for City departments. Develop and submit operating and capital improvement budget recommendations and related justifications for areas of responsibility; manage expenditures to approved appropriations.
- Identify and implement cost-effective procedures and processes with respect to areas of responsibility. Research, evaluate, and resolve difficult operational and administrative issues; confer with other City management and department personnel to identify administrative and operational improvement opportunities; develop recommendations for policy and procedure modifications.
- Represent the City in meetings and official functions with professional and community organizations/associations and government agencies, as required.
- Prepare and submit regular and special reports regarding City operations to the City Council, government agencies, and other authorized entities.

City of Texas City

Deputy Director of Management Services/City Secretary (January 2017 – May 2019)

- Supervise personnel and manage projects pertaining to the Economic Development Corporation, City Secretary's office, Legal Department and Communications Department.
- Oversee development and implementation of city-wide strategic planning initiatives.
- Prepare and manage annual budgets for all city corporations, including the Economic Development Corporation, as well as the City Secretary and Legal Department budgets.
- Research and develop solutions to complex problems and present recommendations to City Council in a clear and concise manor.
- Build relationships with City Council, city staff, citizens, community leaders and various organizations throughout the city to promote collaboration.
- Identify and apply for state and federal grants.
- Negotiate with public and private entities and draft tax abatement/incentive agreements.
- Manage all aspects of the City Secretary's office including agenda preparation, resolution and ordinance creation and records retention.

Administrative Coordinator (March 2014 – January 2017)

- Provide administrative, analytical and technical support to the City Council and to the Director of Management Services.
- Coordinate various economic development projects, perform research and provide recommendations to City Council and the Director of Management Services.
- Manage the City's Downtown Revitalization District including the administration of incentive programs and marketing of available public and private properties.
- Manage the Communications Department including the city website, public access channels, city-wide marketing plan and social media outlets.

Texas Comptroller of Public Accounts – Austin, Texas

Program Specialist: Data Services (June 2013 – March 2014)

- Performed complex consultative services and technical research assistance.
- Planned, developed and implemented detailed and specialized data analysis on research projects pertaining to state government expenditures, revenue, budget, taxes and policy issues.
- Developed relationships with other agencies, organizations and institutions to maximize outreach efforts and encourage information sharing.
- Managed content of multiple online resources and web tools.
- Prepared and presented reports for publication.

City Manager's Office – Missouri City, TX

Intern: Assistant to the City Manager (Summer 2012)

- Reviewed and consolidated information from tax abatement agreements and conducted a cost/benefit analysis to be presented to City Council.
- Designed and implemented a citizen survey to collect general demographic information, to attain citizen perception of the effectiveness of city programs and departments and to gather input on future city projects.
- Created a Municipal Court Relations Policy document to define relationships between employees and to increase efficiency in court operations.

PROFESSIONAL ORGANIZATIONS

Texas City Management Association (2012 – Current)

International City/County Management Association (2012 – Current)

HONORS

Eagle Scout (2002)