

ROBERT RUSTEN
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WORK EXPERIENCE:

October 2010 – Present

South Burlington, Vermont
Deputy City Manager, Chief Financial Officer and City Treasurer

Responsibilities/Accomplishments:

- Co-leading management contract negotiating team with all four city bargaining units.
- Instituting internal financial controls to address audit findings prior to tenure with city.
- As Chief Financial Officer, overseeing and re-organizing department operations and responsibilities.
- Instituting financial transparency and reporting systems to City Manager and City Council.
- Leading development of new budgeting and capital improvement program processes to conform to charter requirements.
- Co-leading development of plan to restore city fiscal stability after cumulative fiscal problems exceeding \$17 million were unearthed. Resolving issues within two years of being hired.
- Reducing City's long-term debt while developing fiscal strategy for long-desired city projects.
- Co-negotiating \$8.169 million refunding of underfunded pension program.
- Serving as in-house consultant to management team on leadership development, team building and other strategic management needs.
- Leading implementation of pension advisory committee efforts in public reporting, education of staff and on-going effort to explore opportunities for financial management of pension funds exceeding \$22 million (including city schools).
- Identifying ways to raise non-property tax revenue, cut costs without negatively impacting services, plan for future needs and resolve revenue and expenditure issues creatively.
- Understanding health insurance issues resulting in improved insurance plans at lower city costs.

June 2006 – October 2010

Wilmington Vermont
Town Manager

Responsibilities/Accomplishments:

- Overseeing daily operations of resort town with approximately 2,300 residents and 10,000 visitors.
- Writing draft General Fund, Highway, and Wastewater Treatment budgets and administering town-meeting approved final expenditures and revenues budgets.
- Lowering town tax rate three years in a row while investing in town infrastructure and growth.
- Helping Listers organize town-wide reappraisal.
- Creating numerous citizens' committees such as Town Beautification and Memorial Hall Board.
- Structuring Tri-Town Economic Development Committee (Wilmington, Dover and Whitingham): three towns working together to create and implement economic development strategy.
- Instituting energy efficiency plans supported with town revenue and grants which reduced costs and carbon footprint.
- Involving staff to generate cost-saving ideas.
- Assisting town Emergency Management Director's response to a major flood, fire and ice storm.
- Improving town human resource systems such as job descriptions and performance appraisals.
- Analyzing a variety of health insurance plans to balance needs of town and employees.

Recognition:

- Elected to Vermont League of Cities and Towns (VLCT) Board of Directors, 2008 to 2010.
- Chair of VLCT Finance, Administration and Intergovernmental Affairs Committee, 2010.
- Appointed to Vermont Legislative Education Financing and Effectiveness Committee, 2009.
- Appointed to Vermont Economic Development and Planning Services Oversight Committee, 2010.

January 1997 – 2006
(Did not run for re-election)

State of Vermont
State Representative

Responsibilities/Accomplishments:

- Serving on Ways and Means Committee 2001 to 2006, (Vice Chair and Ranking Member) and Governmental Operations Committee 1997 to 2000 (Clerk).
- Writing and negotiating process resulting in new state education funding law.
- Facilitating two-year successful collaboration between two school districts.
- Helping design and enact overhaul of Vermont Income Tax System – personal and corporate.
- Initiating and leading successful efforts between state, federal and local agencies to reconstruct highway – one of the largest highway projects in recent state history that had stalled for 20 years.
- Working with Governor, Republican and Democratic House leaders, negotiated and implemented largest tax cut in Vermont history.
- Serving as Vice Chair of Legislative Committee on Administrative Rules.
- Analyzing state health insurance issues, assessing solutions, and recommending funding plans.

Recognition:

- Legislator of the Year award by non-partisan Vermont League of Cities and Towns.

April 1991 – 2006

21st Century Consulting
President

Responsibilities:

- Creating and implementing customer relations/quality management processes in the private, public and governmental sectors.
- Designing and presenting interactive training sessions covering areas such as total quality management, re-organization re-engineering, team building, personnel practices, customer satisfaction, quality costs and standards, problem-solving tools and preventing harassment.
- Assessing skill level of management staff; creating and conducting appropriate training to upgrade management staff's abilities.
- Facilitating strategic planning and other types of organizational meetings.
- Conducting employee and customer surveys: goal; design; compilation; and assessment.
- Facilitation conflict resolution efforts between individuals and groups.

August 1989 – April 1991

New Directions Management Services, Inc.
Senior Project Associate

Responsibilities:

- Designing and presenting multi-session workshops, including Total Quality Management, personnel practices and basic/advanced supervision.
- Conducting one-on-one skill development trainings for managers and supervisors.
- Researching and writing personnel policy and performance appraisal manuals and job descriptions.

August 1988 – August 1989

Mount Snow Ltd.
Recruitment and Training Supervisor

Responsibilities:

- Developing and implementing plan to hire 800 seasonal employees.
- Training supervisors in interviewing techniques and legal technicalities of hiring and firing.

EDUCATION:

Lower Merion High School
Temple University, Philadelphia, PA