

ERICKA JONES WHITAKER

EDUCATION

Doctor of Education in Leadership & Administration (ABD) Fayetteville State University, Fayetteville, NC	December 2017
Master of Science in Administration (MSA) Concentration in Organizational & Nonprofit Management Trinity Washington University, Washington, DC	May 2004
Bachelor of Arts in Business Communications (BA) The University of Maryland, University College, College Park, MD	May 1996

CERTIFICATIONS AND TRAINING

Board Governance & Executive Leadership Training Blue Cross Blue Shield	March 2015
Grants Management Workshop Grants Management USA	July 2014
Fair Housing Act Training North Carolina Human Relations Commission	September 2015
Quality Matters (QM) Certification Program Nationally recognized for quality assurance of online education	July 2012
Quality Enhancement Plan (QEP) – Writing in the Discipline Training The University of North Carolina at Pembroke, Pembroke, NC	December 2011
Capital Development/Fundraising Training Capital Development Services, Winston Salem, NC	December 2009

PROFESSIONAL EXPERIENCE

Chief Executive Officer Southeastern Community & Family Services, Inc.; Lumberton, NC	1/2014 – Present
<ul style="list-style-type: none">• Oversight of the programmatic and fiscal reporting federally funded programs for one of the largest community action agencies in North Carolina: Head Start (15 Centers), Community Services Block Grant, Section 8 Housing Assistance and the Child & Adult Food Program• Compliance accountability to federal funders to include: the Department of Health & Human Services, NC Department of Environment & Natural Resources & the Administration for Children & Families• Interactive management and evaluation of 225 personnel to include five direct reports – Deputy Director, Chief Financial Officer, Program Director, Executive Administrator & HR Director• Establish and maintain effective working relationships with the Board of Directors & committees	

- Execution and oversight of the strategic planning process of the Agency
- Effectively represent the Agency to the general public and other community stakeholders
- Serve as the Agency's spokesperson for the media as opportunities or situations arise
- Development, supervision, and fulfillment of the Agency's mission, including developing programming in consultation with staff, the Board and the Agency's stakeholders
- Administrative and financial management of the Agency's annual \$16-\$22M program budget, to include developing budgets, grants and fundraising initiatives
- Lead marketing, public relations, and fundraising initiatives of the Agency
- Provide direction for community based initiatives of all programs
- Work directly with the Board in establishing policies and procedures of the Agency
- Secure bids for services and negotiate external contracts on behalf of the Agency
- Responsible for hiring and developing staff, Board of Directors, and volunteer committees
- Attend and participate in local and national activities and conferences related to Agency programs
- Foster relationships in the community the Agency serves to include children, low income residents, and citizens seeking social, and economic assistance

Part-time Adjunct Lecturer

9/2005 – Current

Department of Management, Marketing & International Business, School of Business, The University of North Carolina at Pembroke, Pembroke, NC and Ft. Bragg Satellite Campus, Ft. Bragg, NC

- Provide undergraduate instruction for face-to-face and online courses in the areas of Marketing, Management, and International Business
- Courses: Communications, Organizational Mgmt. & Supervision, and Human Resource Management

**Executive in Residence of Engaged Outreach: Student Organizations
& Internships/Management Lecturer**

1/2010 – 1/2014

The University of North Carolina at Pembroke; AACSB (The Association to Advance Collegiate Schools of Business) Accredited Business School - Department of Management, Marketing & International Business, Pembroke, NC

Teaching – Full-time Faculty Member: Management Lecturer

- Taught face-to-face and online courses in the areas of Marketing, Management, and International Business (MMIB); core courses include: Business Communications (300 Level), Organization Management & Supervision (300 Level), Human Resource Management (300 Level), Success in Organizations (200 Level), and Freshman Seminar
- Lead faculty for Business Communications course – designed to effectively develop both written and oral communication skills. Focus is placed on effective implementation of strategic business practices to include: correspondence, public speaking, interviewing, problem solving, diversity and multiculturalism, electronic communication, presentations (persuasive, oral, and goodwill), and other communication practices. (Curriculum identified as University QEP Writing in the Discipline & Student Service Learning Course)
- Provided advisement to students regarding educational & career pathways

- Collaborated with various University departments to include: Career Services, the Writing Center, Multi-Cultural and Minority Affairs, and Civic Engagement to improve student professionalism (writing, speaking, and imagery)

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Administration – Executive in Residence of Engaged Outreach

- Fostered partnerships with professional constituencies to provide internship and full-time job opportunities for undergraduate and graduate business students
- Developed marketing strategies to promote MBA and undergraduate business programs
- Coordinated applicant screening and interviewing processes
- Recruited, screened, oriented, and prepared students to participate in the internship program
- Worked directly with University Career Center to provide career readiness training (resume writing, interviewing skills, and professionalism) to prospective internship candidates
- Evaluated on-the-job student work performance and progress
- Advised, evaluated, & monitored internship course progression for upper class students
- Trained faculty on management of student advisory boards & executive committees
- Served on Fundraising Committee for student scholarships & faculty supplemental funding
- Served as primary liaison to the School of Business for all student organizations to include: the Society for Human Resource Management (SHRM); Enactus (formerly Students in Free Enterprise – SIFE); Accounting Student Organization (ASA); Economics-Finance Club

Director, RCC Foundation

10/2006 – 1/2010

Robeson Community College (RCC), Lumberton, NC

Written Communication

- Developed, reviewed, and revised all official policies for the entire College and Foundation
- Developed funding proposals for corporate and individual giving
- Wrote and developed criteria for scholarship awards
- Developed Standards of Performance for all grants, scholarships, and gifts
- Established written strategic goals and objectives
- Developed written and Board approved operations procedures

Oral Communication and Presentations

- Presented monthly financial and activity reports to the Board of Directors
- Researched and communicated projects and proposals from local, state, federal and/or private funding sources
- Developed, presented, and recommended annual budgets
- Presented donation proposals to prospective donors for a \$1M Capital Campaign

Management and Supervision

- Provided leadership for all activities including budgets, reports, personnel, and deliverables
- Directed the work of staff
- Provided performance evaluations & training to ensure high quality organization performance

Executive Administration

- Successfully raised \$500K of \$1M, three-year Capital & Naming Rights Campaign in one year

- Awarded and monitored scholarships collaborating with campus-wide departments
- Managed and provided financial updates on multiple donor investment accounts
- Reported directly to the College President and provided updates the Executive Cabinet

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- Identified and fostered relationships with prospective donors, alumni, and corporate partners
- Planned and facilitated board, committee, and staff meetings
- Recommended employment, retention, and transfer of support personnel
- Maintained compliance with Fiscal Management System policies and procedures
- Developed and implemented a Performance Appraisal System
- Ensured the Foundation Office was in compliance with all policies of the College, the State Board for Community Colleges, and any state and federal laws

Public Information Officer (in conjunction w/ Foundation Director Position) 10/2006 – 1/2008

Robeson Community College, Lumberton, NC

- Served as Talk Show Host for “RCC Today” shown regularly on Public Television, UNC-TV & Local Channel – ION
- Wrote and edited for biweekly Feature Article in The *Robesonian* newspaper
- Served as Guest Columnist for *Tri-County Times*, *Robeson Journal* newspapers and *BRAC Military Newsletter*
- Organized media coverage for campus-wide events

Consultant – Online Program Coordinator 12/ 2004 – 12/2005

Office of Continuing Education, The University of North Carolina at Pembroke, Pembroke, NC

- Developed bi-annual report and educational proposals
- Assisted students with registration for online programs
- Provided administrative support in development of new military satellite campus at Ft. Bragg, NC
- Reviewed and approved student applications for North Carolina Teacher Lateral Entry

Administrative Director 2/2002 – 12/2004

American Gynecological & Obstetrical Society and Foundation, Washington, DC

American College of Obstetricians & Gynecologists, Washington, DC

- Managed and supervised administrative personnel and consultants
- Provided oversight and management of Physician’s volunteer and Board development
- Organized and managed Physician Committee election process
- Planned and managed annual scientific and medical board meetings to include: contract negotiations, location, speakers, audio visual, menu selections, registration, special activities/events (tours, entertainment, banquets, receptions, child care services), banquet event orders, agenda books, plaques/certificates
- Provided regular organization updates to Board President and upper level management
- Provided follow-up with Physician Fellows and members, officers and scholars through written correspondence while defining issues, proposing solutions and implementing change

Membership Development Manager 9/1998 – 12/2000

National Council on Patient Information and Education, Washington, DC

- Implemented and managed membership renewal and board election process

- Coordinated and maintained process for educational sponsorships and grants
- Facilitated executive roundtable discussions on improving the Association

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9/1990 – 9/1998

Assistant Membership Services Administrator

National Association of Student Financial Aid Administrators, Washington, DC

- Assisted members with inquiries related to membership within the Association
- Developed successful member retention and recruitment strategies
- Researched and presented member demographic reports to Executive Staff

PROFESSIONAL AFFILIATIONS

Jack and Jill of America, Inc., 2016 - Current

Association Executives of North Carolina, 2015 - Current

North Carolina Community Action Association, 2014 - Current

Rotary International, 2006 – Current

Fayetteville Association of Human Resource Management, 2012 – 2014

North Carolina Council of Officers for Resource Development, 2006 – 2009

American Society of Association Executives, 2002-2006

COMMUNITY SERVICE

BOOST Healthcare - Advisory Board Member, 2015 - Current

NC Community Action Association – Council of Executive Directors, Secretary, 2014-Current

North Carolina Alcohol Beverage Control Board – Appointed Board Member, 2009 – Current

Pembroke Chamber of Commerce – Board Member, 2009 – 2015

Exploration Station Children’s Museum – Board Member, 2009 – 2010

Lumberton Area Chamber of Commerce – Business Ambassador, 2006 – 2010

Sister’s Network, Inc. (SENC) – Executive Board Member, Secretary, 2005 – 2010

AWARDS

- 2016 Roselle Copeland Stewardship Award for Outstanding Community Service – *North Carolina Community Action Association*
- 2016 Outstanding Leadership Award – *Southeastern Community & Family Services, Inc.*

HIGHER EDUCATION SERVICE

The University of North Carolina at Pembroke; Pembroke, NC

- The Association to Advance Collegiate Schools of Business (AACSB) Accreditation – Student Recruitment and Retention Committee (2012-2014)
- Faculty Qualifications Committee (2012-2014)
- Society for Human Resource Management - Faculty Advisor (2010-2014)
- ENACTUS – Faculty Advisor (2012 -2014)
- Golf Tournament Fundraising Committee (2011-14)

Robeson Community College; Lumberton, NC

- President's Executive Cabinet (2006 – 2009)
- Staff Benefits Committee (2006 – 2009)
- Executive Council (2006 – 2009)