

# ERIC C.E. JENKINS

EricCEJenkins@gmail.com | [REDACTED] | [REDACTED]

## DIRECTOR OF OPERATIONS

PROJECT MANAGEMENT • OPERATIONS & MAINTENANCE • LEADERSHIP & STRATEGY

Seasoned, quality-oriented professional with 10+ years of progressive experience in administration, facilities management, health and safety, security, construction project management, space planning, service contracts, graphic design, digital media and video. Highly motivated in delivering operational excellence while observing safety procedures to impact operational success. Manifest strategic ability in achieving perfect coordination with all involved divisions to ensure smooth operations. Equipped with competent problem-solving skills that significantly contribute to optimal management development.

### Core Competencies:

Facility Management | Security & Investigation | Health & Safety | Emergency Management | Strategic Planning  
Logistics & Inventory Management | Departmental Finance Management | Procurement & Purchasing Management  
Software & Hardware Implementation | Technical & Administrative Management | Training Development & Facilitation  
Risk Assessment & Business Analysis | Legislative Compliance | Vendor Management | Quality Assurance  
Reports & Presentations | Project & Operating Budget | Team Leadership | Cross-Functional Teamwork

## PROFESSIONAL EXPERIENCE

### FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION

12/2023-Present

#### State Program Specialist

Serves as the State Program Specialist (SPS) for the entire State of Oklahoma. The position is responsible for ensuring the overall operations and success of the Service Center and its Division offices. With over half of the agency's annual budget allocated to grants, the SPS is responsible for the oversight, monitoring and internal controls of grant funds for as many as eight grant programs. The SPS provides advisory support and technical guidance to various State partner agencies and serves as the key liaison between the State partners and the Division in addition to the regional Service Center and the State Programs Division and the Grants Management Office in FMCSA headquarters. Provides a critical role for the agency in the technical review process through which grants are awarded. The SPS meets and communicates regularly with State officials to provide current information about grant applications and awards.

- Lead oversight, monitoring, and advisory for key FMCSA programs (MCSAP, CDL, PRISM, New Entrant Program, CVISN).
- Manage grant administration, including reviewing reimbursement vouchers and conducting formal program evaluations.
- Subject matter expert on CDL regulations, ensuring compliance and providing training to state officials and FMCSA partners.
- Collaborate with multiple state, federal, and tribal agencies to improve motor carrier safety and reduce CMV crashes.
- Conduct Annual Program Reviews, develop corrective action plans, and provide technical assistance to ensure funding compliance.
- Represent FMCSA in regulatory outreach, stakeholder meetings, and safety seminars, improving program awareness and compliance.
- Manage and oversee grants totaling over \$8.6 million.

### OKLAHOMA DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

11/2022-2023

#### Emergency Manager

Serves as the Emergency Manager for Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS). The role acts as the lead coordinator and manager for the state's disaster response efforts and serves as the primary point of contact for the program and Department. Additionally, the Emergency Manager for ODMHSAS oversees staffing, training, reporting, data analysis, and fiscal monitoring. They conduct regular site visits to providers and provides assistance to crisis counselors as required to ensure the delivery of appropriate services. Furthermore, this role represents the program in high-level meetings within the community and at State leadership meetings.

- Program management and leadership to staff, public, and partner agencies. Is the subject matter expert in areas of disaster response and mitigation for mental health and substance abuse services.
- Manages the grants process from application through award. Provides periodic reviews and audits, data analysis and modifies grants accordingly.
- Provides ongoing training and assessment in the areas of disaster preparedness, hazard mitigation, emergency response, and disaster recovery.

- Develops and maintains the emergency preparedness plans and procedures for the Department, providing annual reviews and audits as necessary.
- Leads and develops ongoing relationships with community partners in the areas of outreach, response, and recovery efforts related to a disaster.

## **THE FINANCIAL INFORMATION SYSTEM FOR CALIFORNIA (FISCAL)**

2018-2023

### **Chief Business Services**

Promote and foster a high quality and safe working environment for 500+ employees by managing facility infrastructure projects, office moves, equipment service needs, and tenant improvement projects. Coordinate with multiple state agencies and outside vendors to ensure infrastructure projects are cost-effective, delivered on time, and meet applicable legal statutes.

- Supervise a multi-disciplinary team of both a facilities operations unit and creative unit consisting of staff providing administrative support, logistics, contract management, security, maintenance, facilities, space planning, digital media, graphic design, and video that meet the organization's standard.
- Manage diverse projects and perform risk assessments to provide direct oversight of tenant improvement ventures. Schedule periodic and preventive maintenance, ensuring that facilities service levels meet federal regulations, environmental, health, and security standards.
- Establish and maintain liaison with both state and contractor's workspace to meet the contractual requirements and complete the re-configurations while in compliance with the Americans with Disabilities Act (ADA).
- Lead the development and implementation of supplier liaisons, designing structured programs of supplier contacts, including establishing a hierarchy of working collaborations for mutual business opportunity identification and innovation, change control processes, and other supplier management tasks.
- Build and sustain a network in state-mandated and other critical departmental programs to access trends and opportunities in the fast-changing market.
- Managed all investigations for Health, Safety and Security related incidents.

## **STATE OF CALIFORNIA-EMERGENCY MEDICAL SERVICES AUTHORITY**

01/2018 - 09/2018

### **Senior Emergency Services Coordinator**

Functioned as the primary point of contact for the California Medical Assistance Teams (CAL-MAT) and Mission Support Teams (MST) concerning emergency planning via department-specific outreach, training, education opportunities, and topical meetings. Served as the EMS Authority Duty Officer, providing direct or general emergency medical services coordination.

- Evaluated and assisted in removing and replacing expired or recalled medical supplies with the California Medical Assistance and Mission Support teams. Facilitated administrative and logistical support in maintaining facilities, inventory, and maintenance of all medical caches.
- Sustained establishing agreements and site locations with Local Emergency Medical Services Agencies and local governments to deploy mobile medical assets during a disaster.
- Provided expert evaluation and recommendations to ensure the Disaster Medical Support Unit (DMSU) vehicles are program compliant.
- Developed educational training on Ambulance Strike Team program concepts and operational procedures to participating partners.
- Contributed as a Program Manager for the development and maintenance of emergency plans, emergency procedures, and related policies.

2017-2018

## **CALIFORNIA DEPARTMENT OF GENERAL SERVICES**

### **Health and Safety Manager**

Administered as the Department of General Services Health and Safety Officer, leading the emergency management program. Maintained up-to-date current developments, best practices in emergency management, and business continuity planning to develop or revise existing policies. Aided with the implementation, and coordination of emergency management, preparedness, and business continuity plans.

- Leveraged industry and peer benchmarking for strategy and planning effort to the emergency functions teams. Facilitated forums for all stakeholders to communicate and collaborate toward completing respective annexes to implement and maintain Emergency Function 3 and 7.
- Formulated and organized an enterprise emergency response program by conducting safety surveys, investigating occupational safety complaints, and analyzing departmental loss data to ensure compliance with all OSHA/Cal OSHA regulations.
- Directed the site emergency response team by developing a departmental Injury Illness Prevention Program (IIPP), provided ergonomic services, and organized First Aid/AED classes.
- Performed enterprise capabilities analysis, created emergency action plans, and increased employee awareness of safe and healthy work practices.
- Functioned as a primary on-site key point of contact to command DGS resources and capabilities required to support emergency response efforts.

- Lead investigator for all health and safety related incidents. Provided clear and concise reporting of all facts pertinent to the investigation. Interviewed witnesses, conducted analysis, gathered physical evidence when necessary.

## FINANCIAL INFORMATION SYSTEMS FOR CALIFORNIA

2014-2017

### Emergency Coordinator

Operated as the Department Liaison for police, fire, and other government disaster management agencies on emergency program matters. Administered risk management assessments on department policy catering to crisis planning, health and safety, emergency management, preparedness, and security matters.

- Conducted research and analysis on complex analytical duties for health and safety, security, and facilities-related projects and policies.
- Managed cross-functional and inter-departmental management of assigned state contracts, procurements, and Memoranda of Understanding (MOU) with multiple state agencies.
- Contributed to emergency management plans and developed the department's CPR, AED, and First Aid program. Influenced technological strategy and decisions were specific to crisis and emergency management programming.
- Oversaw new staff members' training on emergency evacuation procedures, badging procedures, and building security policies.
- Led facilities-related projects, working with other state departments, contractors, city and county officials, and onsite construction crews.

## EARLY PROFESSIONAL EXPERIENCE

**GUTTERGLOVE** | Customer Service and Logistics Manager

**AMERICAN MEDICAL RESPONSE** | EMT-B 911 System

## EDUCATION, CERTIFICATIONS & TRAINING

**POST Level 2 Certification, Criminal Justice/Police Service**, Yuba College | 2000-2002r

**Certified EMT-B**, NCTI National Registry

**Biological Incident Awareness**, National Center for Biomedical Research & Training, Academy of Counter-Terrorist Education

**Manager Development Program Cohort 1**, California Department of Human Resources (CalHR)

**OSHA 30 Hour**, OSHA Safety Training Institute

**FEMA Certifications**: ICS-100 | ICS-200 | IS.700.a | IS-0800.b

## AWARDS

**Emerging Leader Award**, California Leadership Academy | 2017

## TECHNICAL SKILLS

Closed-Circuit Television (CCTV) | Computer | Fax | Microsoft Office Suite – Word, Excel, PowerPoint, Outlook | Google Suite – Docs, Sheets, Slides, Gmail