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2011 JUN -8 AM 11:52

Letter of Nomination

April 26, 2011

The Honorable City Council
One City Hall Plaza, Second Floor
Oakland, CA 94612

Dear President Reid and members of the City Council:

Pursuant to City Charter section 601, the Mayor, hereby appoints the following person as a member of the following Board or Commission, subject to the City Council's confirmation:

COMMUNITY POLICING ADVISORY BOARD

Greg Novak Mayoral appointment , on the recommendation of Council President **Larry Reid**, to serve the term beginning March 25, 2009 and ending March 24, 2012, filling the seat previously held by **Pat Frick**.

Thank you for your assistance in this matter.

Sincerely,

Jean Quan
Mayor

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APPROVED FOR FORM AND LEGALITY

DRAFT

CITY ATTORNEY

OAKLAND CITY COUNCIL

RESOLUTION NO. _____ C.M.S.

RESOLUTION CONFIRMING THE MAYOR'S APPOINTMENT OF GREG NOVAK AS A MEMBER OF THE COMMUNITY POLICING ADVISORY BOARD

WHEREAS, Section 601 of the City Charter provides that members of City boards and commissions shall be appointed by the Mayor subject to confirmation by the affirmative vote of five members of the City Council; and

WHEREAS, Resolution No. 72727 C.M.S., adopted June 11, 1996 and amended by Resolution No. 73916, adopted November 4, 1997, which changed the body's status from a Task Force to a Board, establishes the Community Policing Advisory Board to oversee, monitor and report at least twice yearly and provide recommendations on community policing to the Mayor, City Council, City Manager, and director of Police Services; and

WHEREAS, the Community Policing Advisory Board consists of fifteen (15) members, all Oakland residents, serving three-year terms, three appointed by the Mayor, one by each Councilmember, one by the Oakland Housing Authority; one by the Oakland Unified School District Board, and two by the Home Alert Steering Committee; and

WHEREAS, the Honorable Mayor Jean Quan has appointed Greg Novak, on the recommendation of Council President Larry Reid, to serve a three year term as District 7 Representative, subject to confirmation by the City Council; now therefore be it

RESOLVED, that pursuant to City Charter section 601, the City Council hereby confirms the Mayor's appointment of Greg Novak to the Community Policing

Advisory Board to a three-year term beginning March 25, 2009 and ending March 24, 2012, filling the seat previously held by Pat Frick.

**IN COUNCIL, OAKLAND, CALIFORNIA,
PASSED BY THE FOLLOWING VOTE:**

**AYES – BRUNNER, KERNIGHAN, NADEL, SCHAAF, DE LA FUENTE, BROOKS,
KAPLAN AND PRESIDENT REID**

NOES –

ABSTENTIONS-

ABSENT-

ATTEST:

LATONDA SIMMONS

City Clerk and Clerk of the Oakland City Council

Summary of Skills

Over 20-years of managerial experience in all facets of project management, customer service and business operations for real estate, high technology, shipping and packaging design firms. Functional responsibilities include senior, middle and project management roles. Recognized for:

- Delivering results by consistently exceeding employer's goals and expectations;
- Maintaining an exceptional attitude with an outstanding reputation for reliability and adaptability;
- An innovative, accessible and highly effective managerial style;
- Providing excellent customer service, interpersonal, organizational and computer skills; and
- Diligently bringing a detail-oriented approach, while successfully managing multiple projects in a timely manner

Professional Experience

- December 2004 to present **REGIONAL PROPERTY MANAGER, John Stewart Company, Richmond, CA**
Provide on-site management for the overall operations of the 468-unit Marina Bay Community Association. Comprehensive oversight including managing and directing all on-site staff and vendors for this 25-acre gated condominium community in Richmond's Marina Bay neighborhood. Provide direct support and training to a five-member Board of Directors, including facilitation of monthly board meetings, agenda and report preparation and daily communication regarding Association issues. Prepare and manage Association's annual budget (\$1.7M). Oversee processing of all requests for proposals for vendors. Work hands-on with staff to ensure that they are fully supported, trained and productive in their tasks. Provide a direct interface with all residents regarding Association matters and engender an open-door policy for residents, answering public inquiries about the property and about the role of the Association and the Board of Directors in order to effectively facilitate resident relations.
- May 2003 to December 2004 **PROPERTY MANAGER, Archstone-Smith REIT, Richmond, CA**
Responsible for initiating and executing the day-to-day operations of two Archstone-Smith multi-family apartment properties in Richmond (468 units) and Sausalito (198 units). Responsibilities included overseeing the management of all aspects of residential support, including apartment turnover, ongoing maintenance and troubleshooting all resident issues and concerns. Manage a staff of nine office and ten maintenance personnel Instrumental in team building and all aspects of staff development. Interfaced with vendors regarding construction and maintenance services and was diligent in controlling costs and ensuring a quality product. Acted as an approachable on-site resource to residents and coordinated any necessary tenant improvements while controlling cost and quality. Effectively communicated the progress of ongoing residential projects and ensured accurate record-keeping of all residential services provided. Properties were recognized by Corporate for making a tremendous turn-arounds and exceeding annual leasing, maintenance and budgetary goals.
- August 2002 to May 2003 **PROJECT MANAGER, California Waterworks, Inc., Alamo, CA**
Responsible for managing multiple projects in the construction, restoration and maintenance of water design features on both commercial and residential properties throughout the Bay Area. Daily responsibilities included implementing the strategic plan for the property, identifying project scope, ensuring that all site operations were in compliance with established policies and procedures, communicating with on-site property managers regarding project timelines and budgets, directing in-house and third-party contractors, controlling the procurement and expenditure processing for all equipment and supplies necessary to successfully complete project, troubleshooting project issues, calculating tasks and scheduling their completion, supporting and providing leadership and monitoring project budgets and project goals to ensure client satisfaction.

Greg Novak

January 2000 to August 2002 **CUSTOMER SERVICE MANAGER, Tut Systems, Inc., Pleasanton, CA**
Responsible for developing, maintaining and improving customer service interface for high-technology company. Initiated, designed, and wrote all company Customer Service and Operations Department Policies and Procedures leading to reductions in customer service response time from over 48 hours to less than 1 hour. Increased customer service efficiency, initiated revised Return Material Authorization (RMA) process; diligently supported customer service complaints received; developed and maintained strong working interdepartmental relationships between technical support, engineering, sales, operations and customer service departments, resulting in significantly faster response times to customers. Drastically expedited project timelines for customer orders by development of streamlined project scopes of work and diligently monitored project tasks and milestones. Managed and directed the daily activities of a staff of four direct reports, as well as, in-house and third party repair vendors. Improved overall customer service efficiency by 200 percent within the first 12-month period.

June 1995 to Dec. 1999 **FINANCE MANAGER, Packaging Dynamics Inc., Walnut Creek, CA**
Responsible for monitoring collections and implemented new international wire fund transfer strategies for international packaging company. Managed cost and quality of transactions, saving company over \$35,000 annually. Initiated and managed project of reorganization of collections process and implementation of extensive tracking mechanisms which resulted in accurate historical records for all 'in use' and 'for sale' used machinery inventory sold throughout North America, spanning a 35-year period. Supported and provided leadership in a commitment to achieve company's and client's expectations for service and business objectives. These projects effectively contributed to an increase in overall sales by more than 25% over a two-year period. Instrumental in leading Business Development team through design, coordination and effective leveraging of all national Trade Show events.

Education

- 1990** **Bachelor of Arts Degree, San Francisco State University, San Francisco, CA**
- Primary areas of study: Business, English, History, and Theatre
 - Member of the University Speech Team
 - Lead, ensemble, technical and directorial positions in various University and off-campus theatre productions.
- 2007 to 2010** **Kaplan Professional Schools**
- Completed continuing coursework in California Real Estate including *Real Estate Practices, Property Management, and Legal Aspects of Real Estate.*
- 2006 to present** **California Association of Community Managers, Inc. (CACM)**
- Continuing education including seminars in Advanced Budgeting, Assessment Collections
- 2005 to present** **Executive Council of Homeowners (ECHO)**
- Continuing education including seminars and conferences with industry leaders
- 2005** **Anthony's Real Estate School**
- Completed the coursework *Real Estate Principles* towards completion of the California Real Estate Salespersons License
- 1999** **New Horizons Computer Learning Center**
- Received advanced computer training in Peachtree Accounting, Microsoft Access, MS-Excel, MS-Outlook, MS-Power Point, MS-Visio, MS-Windows and MS-Word.
 - Proficient in the following Property Management programs: Intuit MRI, AMSI Powersite, LRO, Tenant PRO and A/P Express

Greg Novak

Professional Development

- California Real Estate Sales License #01721382
- Past President and Board of Director, Sheffield Village Home Owners Association
- Principle Member of the Sheffield Village Home Owners Association Safety and Security Committee and Neighborhood Watch
- Moderator of the Sheffield Village Home Owners Association's Safety Yahoo Group message board.
- Member, Executive Council of Home Owners (ECHO)
- Member, Community Association Institute (CAI)
- Member, California Association of Community Managers (CACM)

Personal Interests

- Volunteer, Habitat for Humanity, Greater Bay Area, CA
- Volunteer, Friends of the Oakland Fox Theater Restoration Project, Oakland, CA
- Volunteer, *MacArthur Metro* Newspaper, Oakland, CA
- Volunteer, The Art Deco Society of CA
- Volunteer, The Oakland (CA) Heritage Alliance

Awards & Recognition

2004 Northern California "Renewal Award" Recipient, Archstone-Smith, Sausalito. Award granted as a result of exceeding renewal rate by 70% and exceeding budgetary goals by 20%.

2003 Northern California "Star Achiever Award" Recipient, Archstone-Smith, Richmond. Award granted for innovative leadership and team building success.