

RICHELLE N. JONES, MPA, JD

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Summary of Qualifications

Versatile professional with extensive experience in program management, institutional accreditation, compliance, procurement, vendor management, budget management, multi-event/course scheduling, recruitment, mediation, advertising, best practices and quantitative analysis, grant writing, and instructional design.

Education

Juris Doctor, Thurgood Marshall School of Law, Texas Southern University August 2009 to May 2012
Specialization: Mediation
Houston, TX

Master of Public Administration, Texas Southern University August 2005 to May 2007
Specialization: Human Resources
Houston, Texas

Bachelor of Arts, Political Science, Texas Southern University August 2001 to May 2005
Minor: Journalism, Cum Laude Honors
Houston, Texas

Experience

Program Analyst, Texas Southern University August 2005 to Present
Barbara Jordan – Mickey Leland School of Public Affairs
Executive Master of Public Administration (eMPA) & MPA Programs
Houston, Texas

Office of the Dean, September 2016 to Present

- Manage and oversee a \$4M budget of the School of Public Affairs and process purchases through University procurement system.
- Coordinate with three academic departments.
- Act as an advisor to the Dean in matters related to curriculum and instruction and School administrative matters.
- Handle high-level academic issues within the School.
- Act as the primary link between the academic staff and the Dean in all budgetary matters related to instructional programs.
- Manage program advertising for print, radio and social media.
- Coordinate with textbook publishers for book adoption and negotiation.
- Collaborate with various levels of management and external entities to gather information pertaining to key issues.
- Plan, manage and execute event planning, including scheduling, invitations and RSVPs, promotion/marketing, audio visual, live streaming, photography, video, signage, staffing and vendor management for events.

Executive MPA Program Analyst, January 2013 to Present

- Manage and oversee a \$1.9M budget (each fiscal year) and process purchases through University procurement system.

- Recruitment of students in the eMPA program, generating over \$10M in revenue.
- Secured 7-year accreditation (the highest awarded) through the Network of Schools of Public Policy, Affairs and Administration (NASPAA).
- Maintain metric systems to help program develop best practices for accreditation purposes.
- Review compliance standards and regulations from accrediting bodies and other rule-making entities and maintain program records to use for program accreditation efforts.
- Collect follow-up data to measure the program's accuracy and scope.
- Track and monitor program data to measure performance and learning outcomes.
- Coordinate staffing and scheduling of 15-20 adjunct and visiting faculty members for Fall, Spring and Summer semesters.
- Supervise a staff of 3-10 people (staff and student assistants).
- Advise over 500 students based on department's programs and student's matriculation schedule.
- Manage program advertising for print, radio and social media.
- Coordinate with textbook publishers for book adoption and negotiation.
- Collaborate with various levels of management and external entities to gather information pertaining to key issues.
- Write press releases for upcoming and hosted events.
- Plan, manage and execute event planning, including scheduling, invitations and RSVPs, promotion/marketing, audio visual, live streaming, photography, video, signage, staffing and vendor management for all events.
- Implement and execute the School's premier graduation event each semester.
- Commence the school's Graduation Workshop information session with undergraduate students.
- Campus advisor to five student organizations: Pre-Law Society, Political Science Club, Pi Sigma Alpha – The Political Science Honor Society, Pi Alpha Alpha – The Public Administration Honor Society, and the Alpha Lambda Chapter of Sigma Gamma Rho Sorority, Inc.

Other Positions Held at Texas Southern University (Department of Political Science)

Visiting Professor/Adjunct Professor, Texas Southern University Houston, Texas

- Taught undergraduate and graduate courses in the Department.
 - Political Science 231 (American Political Systems I) (UG)
 - Public Affairs 271 (Intro to Public Administration) (UG)
 - Public Affairs 313 (Organization Behavior & Management) (UG)
 - Public Affairs 450 (Internship) (UG)
 - Public Administration 500 (Theory & Practice) (GR)
 - Public Administration 507 (Seminar in Organization Behavior) (GR)
 - Public Administration 710 (Capstone Seminar) (GR)

Lead Teaching Assistant, Texas Southern University Houston, TX

- Manage online course instruction of one eMPA professor and assist teaching assistants in the online course instruction of the Executive Master of Public Administration program through the Blackboard learning platform.

Assessment Assistant, Texas Southern University, Houston, Texas

- Researched for, drafted, and edited Master of Public Administration (MPA) Self-Study document for NASPAA accreditation submission and prepared program for accreditation site visit.
- Assist in department policy development.
- Conduct research to determine the effectiveness of MPA programs.
- Prepare program for external review and accreditation processes. Familiarized with accreditation and external review processes.

**Graduate Research Assistant, Texas Southern University
Houston, Texas**

- Researched topics as directed.
- Handled administrative work, such as budget and tuition analysis, filing, answering phones, scheduling (courses, travel, etc.), event planning, office correspondence, requisitions, office coordination, desktop publishing, and word processing.

**Mediator, Legal Studies Clinic
Thurgood Marshall School of Law
Texas Southern University
Houston, Texas**

January 2012 to May 2012

- Complete mediation simulations to prepare for actual cases.
- Complete mediation observations in Small Claims Courts (Justice of the Peace) of Harris County and Dispute Resolution Center in Houston, Texas.
- Set-up mediations within the Legal Studies Clinic, including call parties to schedule mediations.
- Developed a thorough understanding of EEOC federal regulations regarding discrimination and complaints in the mediation process.
- Co-mediate cases with the Equal Employment Opportunity Commission via the Legal Studies Clinic.
- Prepare documents pre and post mediation to ensure proper filing of information with respective entities, including originating mediation settlement agreements.

**Customer Service Associate, Circuit City, Inc.
Galleria #3233
Houston, Texas**

November 2007 to March 2009

- Responsible for leading and providing customer service representatives with hands on training, explained company policy.
- Handled escalated customer issues, routed deliveries, and processed credit card applications,
- Assisted customers with merchandise and purchases and answered phones,
- Handled cash and credit receipts averaging over \$100,000 in daily sales, conducted store closing procedure, and prepared nightly deposit.

Skills

- 10 years of institutional accreditation and higher education experience.
- 4 years of budget management.
- 40-hour mediation training and certification.
- Analytical Research and Legal Writing.
- Grant writing.
- Graphic Design (Photoshop, InDesign, Illustrator).
- Well-versed in the use of Blackboard, Banner by Ellucian.
- Knowledgeable of the use of Blue Jeans video conferencing, Zoom and WebEx.
- Social Platform Use: Twitter, Facebook and Facebook Live, Instagram, Snapchat, YouTube.
- AP style and press release writing experience.
- Knowledgeable in the use of MailChimp and Constant Contact.
- Microsoft Office (MacOS/Windows).
- Website Design (WordPress and Content Manager based sites).
- Excellent listener and communicator who successfully conveys information verbally and in writing.
- Advanced problem-solver who can produce effective solutions.