

## DIANA E. VOCELLE

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### DIRECTOR COMMUNITY SERVICES - HOUSING PROGRAM MANAGER - REAL ESTATE

Results-driven and accomplished director, housing manager, realtor and community association management (CAM) leader whose accomplishments reflect superior business acumen, demonstrated ability to comply with Federal/State grant guidelines, State CAM & Real Estate regulations, and office management practices, with a strong commitment to organizational growth. Expert in analyzing operations and implementing effective systems to improve performance. A creative thinker and problem solver who specializes in the development of solutions that streamline processes and capitalize on opportunities. Skilled in multiple areas of technology, including Microsoft Office Suite; Banner, Adobe Acrobat Pro and QuickBooks.

#### PROFESSIONAL STRENGTHS INCLUDE:

*Project Management | Contract Negotiations | Strategic Real Estate Planning Initiatives | Best Practices in Office Management | Community Management | Workplace Strategy | CAM | Business Partner Relationship Development | Budget Development | Budget & Accounting | Change Management | Policy Development | Communication | Creation, Development & Implementation of Standard Development Procedures*

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### PROFESSIONAL EXPERIENCE

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#### COMMUNITY SERVICES

2017-2023

##### **Director, 2017 - 2023**

Directed and managed four departments consisting of Transit, Veterans, Housing, Human Services, with a total of twenty five staff. Oversaw preparations of budgets for each division, reviewed employee evaluations, reviewed grant applications. Made presentations to Board of County Commissioners and other public meetings. Prepared and wrote grant requests to Department of Economic Opportunity, Federal Transit and HUD. Reviewed and managed over 45 grants. Ensured quality of work and excellent customer service. Maintained alignment of goals with strategic planning and performance measures. Managed and participated in outreach to community and colleagues. Strategically handled citizens' concerns. Managed emergency requirements during hurricanes and other emergency events.

#### HOUSING & COMMUNITY SERVICES

2009 - 2017

##### **Housing Division Manager, 2010 - 2017**

##### **Housing Program Specialist, 2009 - 2011**

Progressive record of accomplishments providing project leadership, vision and strategic direction for the delivery of solutions. Directed and managed division and annual budget with approximately **\$28M** in grant funds for services, including down payment and finance underwriting and rental assistance, rehabilitation, foreclosure prevention and \$8M infrastructure projects. Ensured compliance with all state and federal grant requirements, including adherence to statutes, development of implementation procedures, reporting, eligibility and financials. Consistently ensured compliance for multi-county government programs working with local building and planning departments. Oversaw HUD certified Housing Counseling program 2011-2014. Managed staff of eight full time employees.

##### **Key Responsibilities**

- Oversaw and managed all office procedures and projects from start to completion and provide technical support to Housing Program Specialists, Executive Assistant, general contractors, realtors, lenders and developers.
- Administered/Managed housing rehabilitation grant programs, office management procedures, HOME client underwriting review requirements; created, implemented and updated Standard Office Procedures. Produced and updated Housing Disaster Plan for county, reviewed 28M budget for approval by Board of County Commissioners, prepared and presented public presentation, prepared all documents for onsite review by State and Federal agencies. Prepared HOME Consolidated Plan and annual Action Plan. Program oversight for State funded CDBG.

### Key Achievements

- Disseminated and prepare reporting for \$28M budget; provide timely information to government agencies and non-profit organizations regarding program operations and services available, as well as present information through Community Outreach.
- Managing and guiding staff to perform multiple task duties associated with all grants, including but not limited to the identification, purchase, rehabilitation and re-sale of foreclosed property, maintaining required records, additionally prioritizing projects and office function requirements to produce efficient results.
- Functioned as the project manager for all rehabilitation projects, ensuring grant requirement compliance, timely completion, quality of work, and maintain a relationship with GC and all subcontractors on project.

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### OTHER EXPERIENCE

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WEICHERT REALTORS

2007 - 2010

#### Real Estate Sales Associate

- As a Florida State licensed Real Estate Sales Associate, supervised property management and rentals.
- Effectively matched buyers and sellers providing knowledge of cultural, recreational and real estate development. Recognized as a TOP PRODUCER in the organization.

WORLD TRAVEL AGENCY – Fort Pierce, Florida

2006 – 2007

#### Travel Agent/Assistant Office Manager

- Assessed client needs both individuals and professionals, in order to facilitate travel decisions and arrangements and provide excellent customer service.
- Consulted, published computer-based sources of information on departure and arrival times, transportation fares, and hotel ratings and accommodations.

CHAMBER OF COMMERCE

2004 - 2006

#### Assistant Executive Director/Office Manager

- Compiled research and managed data to enhance member services while managing a staff.
- Promoted and marketed the Chamber to increase membership. Managed staff of ten full time employees.
- Prepared reports for Board of Directors Meeting, maintain office efficiency, office space, and review all services provided to community for quality control. Plan social and fund raising events for CEO and members.

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### EDUCATION & PROFESSIONAL DEVELOPMENT

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**Bachelor's Degree**, Florida Atlantic University, Boca Raton, Florida

**Housing Counseling Program Management**, National Council of La Raza, 2012

**Community Association Manager**, State Licensed IFREC School, Stuart, FL, 2009

- Completed 20-hour CAM course in accordance with the DPBR.
- Managed 10 units or more with association \$100K budget or higher.

**Real Estate Sales Associate**, State Licensed Florida IFREC Real-estate Schools, 2006

- Education on real estate principles, practices, and federal and state housing law.

**Affordable Housing Advisory Committee Member**, St. Lucie County, Florida, 2008 – 2009

**St. Lucie County Equestrian Committee**, Chairperson, 2008 – 2011

**Florida Quarter Horse Association** – Vice Chairperson 2014-2017

**Vero Beach Museum of Art**, Education Committee, Member, 2003 – 2006

**Planning and Zoning Committee of St. Lucie County**, Chairperson, 1986 – 2000

**Housing Finance Authority of St. Lucie County**, Vice Chairperson, 1999 – 2003

**Florida Community Development Association**, Board Member 2014-2024