

CHARLES ANDREW HIGGINS

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EDUCATION

HARVARD KENNEDY SCHOOL EXECUTIVE EDUCATION

SENIOR EXECUTIVES IN STATE AND LOCAL GOVERNMENT

Cambridge, Massachusetts

JULY 2024

- Issued: 7/26/2024 - CeDiD: 24K5-32WT-CSSL

LEADERSHIP TOMORROW - SEATTLE

CERTIFICATE IN CIVIC LEADERSHIP

Seattle, Washington

SEPTEMBER 2014 - JUNE 2015

- Develop in-depth knowledge of regional issues and strategies for positive change that cross sectors and silos
- Develop and practice leadership skills; enhanced commitment and ability to foster healthy communities

UNIVERSITY OF MINNESOTA

CURTIS L. CARLSON SCHOOL OF MANAGEMENT

Minneapolis, Minnesota

AUGUST 2001 - JUNE 2003

MASTER OF BUSINESS ADMINISTRATION (MBA)

- Concentrations: Operations Management, Strategic Management, and Supply Chain Management
- Operations Department Special Award: "Operations Student of the Year 2002-2003"
- Carlson School of Management Fellowship Recipient
- Leadership Activities: Operations Club President; MBA Programs Committee, Student Representative

NORWEGIAN SCHOOL OF MANAGEMENT - BI

INTERNATIONAL STUDY ABROAD PROGRAM - SPRING SEMESTER 2003

Sandvika, Norway

JANUARY 2003 - JUNE 2003

- Concentrations: International Business and Organizational Psychology

UNIVERSITY OF WASHINGTON

SCHOOL OF ARCHITECTURE AND URBAN PLANNING

Seattle, Washington

SEPTEMBER 1994 - JUNE 1998

BACHELOR OF SCIENCE IN CONSTRUCTION MANAGEMENT

EXPERIENCE

CITY OF SEATTLE, DEPARTMENT OF CONSTRUCTION & INSPECTIONS

Seattle, Washington

CUSTOMER SUCCESS DIVISION EXECUTIVE DIRECTOR

MAY 2024 - **CURRENT**

ENGINEERING SERVICES DIVISION EXECUTIVE DIRECTOR

JAN 2016 - MAY 2024

ENGINEERING SERVICES DIVISION DIRECTOR

JAN 2014 - JAN 2016

ENGINEERING SERVICES MANAGER

NOV 2009 - JAN 2014

ASSISTANT ENGINEERING SERVICES MANAGER

AUG 2008 - NOV 2009

- Directs, plans, analyzes and coordinates on-time completion of plan reviews for the Engineering Services Division and facilitates timely permit issuance for all building and site work permit applications
- Manages/supervises technical staff providing highly visible, high impact service to the City and its customers
- Develops and implements strategies to maximize resource utilization and achieve efficiencies
- Accountable for translating departmental objectives into specific outcomes in the areas of policy, programs and service delivery through effective utilization of the department's human, financial, and other resources
- Coordinates, integrates, and provides leadership for teams with diverse representation across functional and interdepartmental lines, achieving important outcomes for the City that require coordination and integration of diverse interests, perspectives, skill sets, competencies and resources
- Executive Board, Washington Association of Building Officials – WABO Immediate Past President

CITY OF SAMMAMISH, DEPT. OF COMMUNITY DEVELOPMENT

Sammamish, Washington

BUILDING OFFICIAL

AUG 2007 - AUG 2008

- Managed and coordinated on-time completion of combined plan reviews for the Building Division and facilitated timely permit issuance for all building permit applications for the Department and City
- Managed and coordinated combined inspections services for the Building Division
- Managed and coordinated all code compliance activities of the Department and City, including but not limited to land use violations, shoreline violations, building, grading, drainage, environmentally critical areas, vacant building maintenance and noise control related concerns
- Member of eGov Alliance Management Committee, City of Sammamish Representative
- Member, Washington Association of Building Officials (WABO), City of Sammamish Representative

CITY OF SEATTLE, DEPARTMENT OF CONSTRUCTION & INSPECTIONS

Seattle, Washington

PERMIT PROCESS LEADER – SUPERVISOR ("OUT OF CLASS" ASSIGNMENT) 4/06-6/06 & JAN 2007 - AUG 2007

PERMIT PROCESS LEADER

OCT 2003 - AUG 2007

- Managed and participated in the process of review and approval of plans for a wide range of construction and land use projects ensuring timely and accurate reviews for applicable regulations, codes and ordinances
- Determined citywide requirements for approval, verified that other City departments have completed reviews as required and advised customers on revisions necessary for plans to receive final approval
- Approved plans in areas of expertise or convened a team from resource pool staff to review plans where requirements in specialized areas exceed scope of knowledge
- Acted as a technical advisor on codes and policy changes to department management

**JURAN CENTER FOR LEADERSHIP IN QUALITY
FAIRVIEW HEALTH SERVICES- CLINICAL OPERATIONS**

Minneapolis, Minnesota
JUNE 2002 - AUGUST 2002

SIX SIGMA PROCESS IMPROVEMENT CONSULTANT, INTERN

- Co-managed Six Sigma process improvement project (Green Belt Certification Project) & implemented a process improvement plan capable of a reduction in variation and defects in the patient preparation process by more than 50%, with an expected annual bottom line return of between \$2.5 and \$5 million
- Co-led multiple groups of clinicians through the basic Six Sigma methodology to identify, organize, prioritize and implement improvement opportunities in the patient preparation process

CITY OF KIRKLAND, FIRE AND BUILDING DEPARTMENT

Kirkland, Washington

BUILDING PLANS EXAMINER

AUGUST 2000 - AUGUST 2001

- Reviewed full range of construction drawings for compliance with current Building, Mechanical, Plumbing, Energy, and Indoor Air Quality Codes, including all State and Municipal Amendments
- Established Homeowner Seismic Retrofit Course and received Appreciation Award presented by the five mayors of the Association of Eastside Cities (6/01) "For effort above and beyond the call of duty"
- Member of King County Project Impact Regional Board, City of Kirkland Representative
- Member of City of Kirkland Development Review Committee, Building Department Representative
- Member of City of Kirkland Web Site Development Committee, Building Department Representative

CITY OF SEATTLE, DEPARTMENT OF CONSTRUCTION & INSPECTIONS Seattle, Washington

PERMIT SPECIALIST

MARCH 1999 - AUGUST 2000

- Led Coaching/Screening Project Team resulting in creation of "Consistently Prepared Applicant Program." Decreased appointment lead times in the application process by 75% and increased customer satisfaction
- Co-led Redefining/Rewriting Permit Specialist Class Specification Team responsible for providing a more rewarding work environment for current and future staff, as well as increased staff ability and service levels
- Organized and co-developed Plans Examiner Certification Training Program resulting in 6 of 9 Permit Specialists passing ICBO Plans Examiner Certification Exam within 1 year of implementation
- Member of "Work plan 2000 Process Reorganization Team" responsible for complete restructuring of this major city department. Cut select permit review times by up to 80% and increased customer satisfaction levels

BUILDING PLANS EXAMINER, ENTRY LEVEL

JUNE 1998 - MARCH 1999

BUILDING PLANS EXAMINER, INTERN

APRIL 1997 - JUNE 1998

**PROFESSIONAL
CERTIFICATES**

INTERNATIONAL CODE COUNCIL (ICC) CERTIFICATIONS – ALL Current (through June 2027)

- | | | |
|--------------------------------------|---|------------------------------------|
| • Master Code Professional | • Commercial Combination Inspector | • Mechanical Plans Examiner |
| • Certified Building Code Official | • Accessibility Inspector/Plans Examiner | • Mechanical Inspector |
| • Certified Mechanical Code Official | | • Plumbing Plans Examiner |
| • Certified Plumbing Code Official | • Residential Energy Inspector/Plans Examiner | • Plumbing Inspector |
| • Certified Electrical Code Official | | • Electrical Plans Examiner |
| • Certified Building Official | • Building Plans Examiner | • Electrical Inspector |
| • Combination Plans Examiner | • Building Inspector | • Commercial Electrical Inspector |
| • Combination Inspector | • Residential Plans Examiner | • Residential Electrical Inspector |

FEMA - NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS-ICS) CERTIFICATIONS

- NIMS IS-700 – 2008
- NIMS IS-100.b/ICS-100 – 2011
- NIMS IS-200.b/ICS-200 – 2011

JURAN CENTER FOR LEADERSHIP IN QUALITY - Six Sigma Green Belt – August 2002