

# Amy Little      Senior Planner

Polk County Land Development Division

## Contact

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## Education

University of Central Florida

2021 – present

- **Master of Public Administration Program**  
Expected Completion Date  
Fall 2024

Polk State College 2012-2017

- **Bachelor of Applied Science in Business Administration**

Indian River State College 1998-2011

- **Associate of Arts**

## Expertise

Customer Service  
Research and Analysis  
Land Planning  
Permitting Procedures  
Code Enforcement Procedures  
Land Development Code  
Comprehensive Plan  
Excellent Computer Skills  
Written and Verbal  
Communication

## Skills and Certifications

Public Notary  
American Planning Association  
(APA) Student Member

## Summary

Motivated and resourceful planner with experience in Polk County government working throughout various divisions, including Land Development, Building, Code Enforcement, and Information Technology. Committed to bringing diversity and knowledge to the Polk County Planning and Development Division. Uniquely qualified for the Development and Customer Service Manager position, having worked for the divisions serviced, having working relationships with Directors and staff alike. I have the distinctive advantage of understanding the policies and procedures within each division and feel I would be the ideal candidate to assist the divisions in improving customer service coordination and communication between divisions. My knowledge will allow me to advocate for customers throughout each division as they develop within Polk County.

## Experience

**Senior Planner • Polk County Land Development Division, Bartow • 2021-Present**

- Conducting research and analysis in current and comprehensive planning to forecast land use and zoning issues, including reviewing environmental and impact assessments.
- Reviewing residential and non-residential engineered site plans for compliance with Polk County's Land Development Code and Comprehensive Plan. Assist applicants in resolving deficiencies in a timely manner.
- Research and prepare extensive reports for Variances, Special Exceptions, Conditional Uses, Planned Developments, LDC Text Amendments and Ordinances, and Comprehensive Plan Small Scale Map Amendments. Providing recommendations and presenting in public hearings to the Land Use Hearing Officer, Planning Commission, and Board of County Commissioners.
- Analyzing development impacts within the County concerning the environment, transportation network systems, water and wastewater capacity, public safety availability, fiscal impacts, social characteristics, historical preservation, and compatibility with existing development
- Able to utilize independent judgement in review of the LDC and Comprehensive Plan to assist citizens, developers and other shareholders of the County to communicate complex ideas in an understandable and succinct manner.
- Coordinator for Polk County's Land Use Hearing Officer, analyzing, reviewing and assigning variances, special exceptions, and temporary special exceptions to staff.
- Acts as the Land Development liaison with the Polk County Building Division, including providing regular training sessions to Permit Technicians, Plans Examiners, and the Building Official.
- Served as the Current Planning representative in weekly Development Review Committee meetings. Acts as an alternate Chair of the committee as needed to coordinate the multidisciplinary technical review of land development projects.
- Assist in weekly planning reviews of proposed projects to identify technical or administrative issues or concerns and provide potential solutions.
- Supervises the preparation and implementation of Comprehensive Plan and Land Development Code changes and proposed ordinances.
- Provides supervision and training assistance to Planners I through III.

### **Development Review Specialist • Polk County Building Division, Bartow • 2019-2021**

- Advocated for customers to navigate the required land development requirements including setbacks, allowable principal and accessory uses, planned development conditions, and site plan requirements.
- Assisted in the preparation of subdivision files and mobile home files used by permit technicians and planning staff, including researching Conditional Uses, Planned Developments, and utilizing the Land Development Code.
- Assisted with mobile home park registration and renewals, sign permit reviews, Temporary Use Permits, and commercial permitting.
- Direct communication with multiple County divisions including Land Development, Utilities, Roads and Drainage, and Code Enforcement and external agencies including Florida Department of Transportation, Polk County Health Department, Water Management Districts, and Department of Environmental Protection.
- Partnered with permit technicians and plans examiners to supervise the permitting process to ensure land use regulations are being observed prior to permit issuance.
- On the Accela development team, the Kronos Timekeeping software development team, and the VuSpex virtual inspections team. Created training materials including Standard Operating Procedures (SOPs) and provided training and technical support to permit technicians and plans examiners.
- Created documents and forms to assist in the processing of owner/builder permits.
- Worked with Code Enforcement Investigators to provide research on properties experiencing code violations and assisting property owners to rectify such violations.

### **Permit Technician • Polk County Building Division, Bartow • 2017–2019**

- Reviewed construction permit applications for compliance with appropriate county ordinances, policies, and procedures as well as state statutes and Federal regulations.
- Checks applications for compliance with the Land Development Code including lot size, future land use designation, density, setbacks, adequate road frontage, shoreline proximity, and allowable use.
- Utilized the GIS Dataviewer, Polk County Utilities GIS, Accela, E-Plan, CMS, to accept, review and process building permit applications.
- Identified subject properties in flood zones, floodways, and wetlands, and ensured applicants were aware of elevation restrictions and building requirements.
- Cross-trained in all aspects of the division including issuance of Certificates of Occupancy (commercial and residential), contractor licensing, and impact fee calculation.
- Provided excellent customer service to applicants, assisting customers in person, via Permit Technician on Call phone lines, and via Building Division email.
- Assisted in supervising the training of new permit technicians in the permitting process and the application of the Land Development Code.
- One of three permit technicians granted administrative rights in Accela to process refunds, correct fee inaccuracies, change the status of records, and to make changes in ePermitHub.

### **Code Enforcement Specialist II • Polk County Code Enforcement Division, Bartow • 2016–2017**

- Assisted the Special Magistrate Coordinator with properties in violation of County Ordinance and/or Land Development Code.
- Processed orders from the Special Magistrate for abatement, Notices of Violation with required compliance dates, notices of non-compliance and lien imposition.
- Generated Special Magistrate final orders to provide to property owners.
- Completed Code Enforcement lien searches for private citizens and title companies.
- Coordinated with Code Enforcement Investigators to ensure all violations were adequately documented and all paperwork up to date.
- Generated lien documentation to be filed with Polk County Clerk of Courts for Special Magistrate and Abatement liens.

### **Records Technician • Polk County Information Technology Division, Bartow • 2015–2016**

- Acted as the Building Division records custodian and maintains records in accordance with division and County procedures.
- Maintained paper and electronic records to ensure they are attached to the appropriate permit record.
- Responded to public records requests by researching and providing the requested documents.
- Used Hansen, CMS, Accela, and E-Plan for document control and storage and retrieval of permitting documents are records.
- Worked independently and ensured excellent customer service for record requests.

### **Laboratory Analyst • Mid-Florida Water Laboratory, Auburndale • 2012 – 2015**

- Performed bacteriological and chemical testing, analyzed drinking and wastewater samples specifically for the parameters of Total and Fecal Coliforms, nitrate and nitrite levels, total suspended solids, and Carbonaceous Biochemical Carbon Demand.
- Supervising and organizing Quality Control, ensure all compliance is complete and all employees are familiar with protocols and procedures.
- Analyzing data derived from scientific procedures. Ensured that data is accurate and reliable and submitting data to appropriate sources, including county health departments and the Department of Environmental Protection.

### **Office Assistant • Florida Water Analysis, Winter Haven • 2012 – 2012**

- Assisted with daily functions in an office setting, including setting appointments for salespeople, coordinating service appointments, and completing contract paperwork.
- Assisted in training programs for service and sales staff.
- Provided excellent customer service to customers.

### **Freelance Writer • Self-employed • 2009 – 2021**

- Wrote technical articles and documents for a variety of online websites, blogs, and social media posts, topics ranging from travel, medical, entertainment, sports, and real estate.

### **Billing Specialist • SSI Petroleum, Winter Haven • 2008 – 2009**

- Created accurate billing invoices in a timely manner to ensure invoices are received swiftly.
- Calculated gasoline fees using industry standards and county specific gas taxes for shipments delivered throughout the State of Florida.
- Assisted accounts payable and receivable in payment entry.

### **Insurance Claims Adjuster • Geico, Lakeland • 2008 – 2008**

- Call center position taking first notice of loss of vehicular accidents.
- Providing excellent customer service during situations when customers are experiencing traumatic conditions.
- Licensed claims adjuster with the State of Florida.
- Working independently to move the claims process along, reaching out to insured and claimants to gather information.
- Making liability decisions to determine how claims will be paid.

### **Billing Specialist • CTL Distribution, Mulberry • 2006 – 2008**

- Data entry for a distribution company, logging the before and after weights of phosphate delivery trucks for billing purposes.
- Performed weekly audits in the division prior to the generation of invoices.
- Cross trained with short and long-haul distribution invoicing.

### **Area Coordinator • Appraisal Associates, Vero Beach • 2005 – 2005**

- Coordinated with area property appraisers to provide assignments, process paperwork and photographs, and provide completed appraisals to a variety of lenders.
- Answer questions from lenders regarding existing appraisals and process corrections as needed.

### **Executive Administrative Assistant • Omni Financial, Vero Beach • 2003 – 2005**

- Supervised a staff of four employees in administrative functions to provide support to sales staff of a tax negotiation firm.
- Conducted training for new employees regarding policies and procedures.
- Worked closely with multiple divisions to ensure a smooth transition between clients and the sales and production teams.
- Human Resources liaison specializing in unemployment claims in negotiation with the State of Florida.
- Worked closely with sales staff and the statistic's division to monitor sales numbers and provide sales staff with the most up to date and accurate sales numbers.

### **Assistant Manager • Books-A-Million, Vero Beach/Melbourne • 2000 – 2003**

- Supervised a staff of 25 employees, including conducting interviews and selecting the appropriate candidates for employment.
- Responsible for scheduling of 25 employees, taking into consideration peak retail hours, holidays, and sales trends.
- Completed weekly sales paperwork for the general manager to provide to the home office for record keeping purposes.
- Keyholder and safekeeper, responsible for opening and closing procedures, including reconciling daily cash and credit card sales.
- Provided excellent customer service in a retail setting.

## **Computer Proficiencies**

- Accela
- GIS
- AppXtender
- OpenCounter
- Kronos
- CMS
- E-Plan
- DigEPlan
- VuSpex
- Comcate
- Microsoft Word Processing
- Microsoft Excel Spreadsheets
- Microsoft Powerpoint
- Microsoft Access Database
- Timeslips billing software
- CPA billing software
- MAS 1000 billing software
- Peachtree
- Quickbooks
- Adobe Photoshop
- Adobe Illustrator
- Internet browsers
- Meditech Transcription platform