

Deborah A. Mohlenhoff

Summary of Qualifications

- ❖ Fifteen years of experience in higher education administration; specializing in civic engagement and leadership programs
- ❖ Well established leadership, program development, supervisory, training, advisor, and communication skills
- ❖ Demonstrated expertise in the areas of non-profit management, volunteer leadership, and organizational development
- ❖ Strong commitment to community engagement and its role in cultivating college graduates as active citizens
- ❖ Proven ability establishing rapport and sustaining partnerships with a wide array of groups

Education

Master of Public Administration, Binghamton University, Binghamton, NY • August 2005 • graduated with 4.0 GPA

Master of Arts, Organizational Communication and Learning Design, Ithaca College, Ithaca, NY • completed 24 credits

Bachelor of Science, Communications, Television and Radio, Ithaca College, Ithaca, NY • December 1992

Professional Experience

Assistant Director for Community Service and Leadership Development, Ithaca College **2001-present**

- ❖ Established and direct a comprehensive campus community service program that fosters volunteer opportunities for faculty, staff, and students; provide oversight to all college volunteer and civic engagement initiatives
- ❖ Serve as a faculty resource for the development of serving learning courses; cultivate community projects appropriate for course work and serve as liaison to non-profit organizations on behalf of faculty
- ❖ Manage partnerships, including risk and liability issues, with all community service sites
- ❖ Developed and maintain volunteer programs such as Make a Difference Day, MLK Day of Service, Community Plunge, Alternative Spring Break, the campus Food Salvage Program and the United Way Stone Soup Philanthropy Corps
- ❖ Provide leadership and support for scholars programs with service requirements; participate in scholars selection process
- ❖ Provide training for campus volunteers focusing on community reciprocity and civic engagement best practices
- ❖ Collect data and prepare reports tracking volunteer service hours and compiling qualitative assessment data; complete campus applications such as the President's Higher Education Service Honor Roll and the Campus Compact Survey
- ❖ Write press releases and interface with campus and local media; provide data and perform interviews with the press
- ❖ Serve as general liaison to off-campus human service agencies and perform community relations work for the college
- ❖ Advise the Senior Class and its Executive Board, oversee all aspects of Senior Week, serve on the Commencement committee, coordinate the Commencement Speaker selection process, support the Senior Class Gift campaign
- ❖ Develop and present workshops to student groups and other departments on leadership and civic participation
- ❖ Supervise 16 Student Leadership Consultants; develop and support their role as paraprofessionals in the department

Interim Assistant Director, Campus Center and Activities, Ithaca College **1998-2001**

- ❖ Directed the Leadership Advisory Committee, a group of students the provide peer-to-peer leadership programming for the Ithaca College campus; developed comprehensive leadership programs for students
- ❖ Taught sessions and developed curriculum for the E.X.C.E.L. program, a leadership workshop series for first year students
- ❖ Coordinated Leadership Weekend, an annual all-campus leadership retreat for 120 student leaders
- ❖ Coordinated an advisors' program to serve faculty and staff advisors to 160 student clubs and organizations
- ❖ Participated in the selection process for Ithaca College Leadership Scholars

Assistant Director for Operations, Campus Center and Activities, Ithaca College **1995-1998**

- ❖ Supervised a staff consisting of 30 Student Managers and 80 student Building staff in 5 separate campus retail services
- ❖ Designed and executed a comprehensive training program for student employees at all levels
- ❖ Designed and implemented a comprehensive student employee discipline program, documented and managed employee conduct, maintained student personnel files, suspended and terminated employees as needed, conducted employee performance appraisals
- ❖ Developed the yearly student wage, operational, and capital item budgets based on projected operational needs

Professional Experience (cont'd)

Operations/Programs Assistant, Campus Center and Special Events/Conferences, Ithaca College 1993-1995

- ❖ Supervised all Campus Center service areas including Check Cashing, Recreation Center, Information Desk, the Services Office, Pub Operations, the Candy Shoppe, the Set-Up Staff, and other facility services
- ❖ Managed the production of student employee work schedules, organized and ran staff scheduling meetings

Selected Professional Associations

ACUI, Association of College Unions International

1999-2002	Regional Director , Region 2 (New York State and Canada)
1999	College Bowl Moderator , National Tournament, Bentley College, Boston, MA
1995-2002	Region 2 Educational Sessions and Student Development Coordinator
1995-2002	Education Session Presenter: (presented sessions at annual and national conferences on: Generation X, Whole Brain Thinking, Creative Programming, Enhancing Creativity, Building Manager Issues, Student Training, Increasing Game Room Revenue, Student Unions of the New Millennium)
1995	Co-Chair Region 2 Annual Conference (co-hosted at Cornell University and Ithaca College)
2001	National Conference Planning Team (hosted at the University of Toronto)

ACPA, American College Personnel Association

2004, April	Attended National Conference, including the pre-conference workshop on Service Learning
2006, March	Designed a workshop on "The First Year Service Experience"

Campus Compact

2003, Summer	Attended Service Learning conference hosted by North Carolina Campus Compact
2003-2006	Attend various New York State Campus Compact Drive in workshops
2003	Facilitated a session on Community Building at the New York State Campus Compact drive in
2006	Attended the Gulf-South Summit on Service Learning
2007-2008	Presented training workshops at the Campus Compact AmeriCorps VISTA retreat
2008	Served on the search committee for NYCC VISTA Program Coordinator position
2009-present	Serve as a member of the New York State Campus Compact Advisory Council
2009-present	Serve as advisor to the New York State Youth Service Committee

New York State Association of Chamber Executives

2008	Presenter at annual conference on Young Professionals and Civic Engagement
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Other Campus Committees, Involvements, and Experience

- ❖ **Service Learning & Volunteerism:** Presidential Task Force to analyze Ithaca College's community service efforts, Day of Service Committee as part of President Williams' inauguration, developed a matrix for service on college campuses, Chair of the Faculty and Staff Community Service Committee for the Office of Student Affairs and Campus Life
- ❖ **Alumni Efforts:** former president of the Ithaca College Community Alumni (an on-campus alumni club for staff and faculty that are graduates of Ithaca College), member of the Ithaca College Young Alumni task force
- ❖ **Development:** Co-Chair of the Faculty-Staff Campaign Committee for the Office of Development (established an endowed scholarship through faculty and staff giving), Co-Chair of the Faculty-Staff Campaign Task Force
- ❖ **Staff Development:** served on the Student Affairs Professional Development committee at Ithaca College, facilitated brown bag luncheon series on various topics, finalist for the college's position of Staff Trustee
- ❖ **Mentoring:** coordinated a mentoring training program for the Office of Multicultural Affairs, attended the International Mentoring Association's annual conference
- ❖ **Orientation:** facilitated the parent Are You Ready for This? Program, coordinated the Are You Ready for This? skit and actors; coordinated the Parent Information Booth and Dine Around program

Key Community Accomplishments

Aldersperson, Common Council, City of Ithaca

- ❖ Elected as the 5th Ward city representative to a four year term for 2010-2013
- ❖ Appointed as interim-alderperson to fill a vacated seat from October through December, 2009
- ❖ Serve on the City Administration and ad-hoc Department Performance committees

Chair, Ithaca Forward, Tompkins County Chamber of Commerce

- ❖ Founding member and Chair from 2007-2009
- ❖ Established the annual event "Jump on Board" as a community initiative designed to place young professionals on non-profit boards and in community leadership positions
- ❖ Launched the [40u40] awards program to recognize achievements of local young professionals
- ❖ Wrote a weekly column for The Ithaca Journal

Local, National, and International Volunteer, American Cancer Society

- ❖ Chair, Ithaca Community Relay For Life; facilitated and supported the production of the National Video PSA for Relay For Life at the 2006
- ❖ Colleges Against Cancer; Advisor for the Ithaca College Chapter; instrumental in the implementation of the Cornell University and Ithaca College Relay For Life event which has raised over \$1 million dollars for programs and research
- ❖ National Relay For Life Advisory Council for the American Cancer Society; represent New York and New Jersey
- ❖ Eastern Division Relay For Life Executive Council; Co-Chair
- ❖ National Ambassador for the American Cancer Society's Cancer Action Network; represented New York state in Washington DC at Celebration on the Hill, perform legislative lobbying and advocacy on behalf of the organization at the local, state, and federal level
- ❖ International Training Team for the American Cancer Society; traveled to Penang, Malaysia to train volunteers on community leadership and volunteer management

Other Community and Non-Profit Board Involvements

- ❖ Human Services Coalition Board of Directors; Finance Committee, Strategic Planning Committee; developed Diversity statement
- ❖ Tompkins County Chamber of Commerce; City of Ithaca liaison, Government Affairs Committee, former member of the Board of Directors
- ❖ Volunteer Tompkins collaborative partnership
- ❖ Ithaca Community Fireworks committee
- ❖ Alzheimer's Association Winter Gala; Volunteer Coordinator
- ❖ United Way Allocations Team; 2008 United Way Campaign Committee
- ❖ Leadership Tompkins; serve as mentor to participants, teach workshops on volunteerism to participants, facilitate group work on community action projects
- ❖ Dollars and Sense, a career exploration program for 100 local high school students in conjunction with the ACE program (Access to College Education); developed the program and execute it on an annual basis
- ❖ Spencer-Van Etten school district CFES (College For Every Student) committee; developed the Focus on the Future photography mentorship program

Awards and Honors

- ❖ 2003 *Leadership Tompkins* Graduate
- ❖ Named on e of the *20 Outstanding Women You Should Know* by the Cayuga Radio Group
- ❖ Honored with the *40 Under 40 Outstanding Young Professional Award* by the Tompkins County Chamber of Commerce
- ❖ Honored with the *CSPA Social Justice Innovation Award* for the development of the Ithaca College MLK Day of Service
- ❖ Inducted into *Pi Alpha Alpha*, National Honor Society for Public Administrators

Selected Workshops & Training Sessions Offered

- ❖ **“The Three R’s: Recruitment, Retention, and Recognition”** – Learn how to work with volunteers and practice tips and techniques on how to recruit quality volunteers, how to motivate, and how to reward good work.
- ❖ **“Jump Start Your Brain”** – Learn about creative activities that generate new and different ideas for your organization. It can assist you in developing new programs, new marketing techniques, or new products.
- ❖ **“SWOT Team”** – This session will offer your organization new and different interactive approach to the SWOT analysis. Through identifying your organization’s Strengths, Weaknesses, Opportunities, and Threats, you will set organizational priorities and work plans.
- ❖ **“Are You Right or Left Brained?”** – This session will allow you to explore your neuro-tendencies, explore what it means to shift from one brain to another, and offer advice for working with both types.
- ❖ **“How to Be a Joe Cool”** – This Snoopy-themed session introduces the concept of non-positional leadership, offers techniques on identifying skills of your group members, and explores the Roving Leadership model by Max DuPree.
- ❖ **“Six Steps to Super Service”** – Learn the six crucial elements to designing and implementing a quality community service project.
- ❖ **“True Colors: What Color Style Are You”** – Participants are sorted into color groups based on personal tendencies and individual characteristics and offers advice on how to work with “differently colored” people.
- ❖ **“Navigating the 7 C’s: The Social Change Model of Leadership Development”** – This interactive workshop explores the theory of the Social Change Model and how it is used to develop community leaders and implement change.
- ❖ **“Social Styles Inventory”** – Are you a Driver, an Expressive, an Amiable, or an Analytical – this workshop explores each style and offers advice on how to flex to each one.
- ❖ **“The Leadership Challenge”** – This session teaches Kouzes and Posner’s 5 practices of exemplary leadership.
- ❖ **“Service and Leadership”** – This session teaches Greenleaf’s servant leadership, Putnam’s social capital, and DuPree’s roving leadership theories and demonstrates how effective leadership is intricately intertwined with service.
- ❖ **“WE WANT YOU! To be a Good Citizen”** – Tips and techniques on how to participate in your community effectively.
- ❖ **“Breaking the Ice: when NOT to use a Team Builder”** – Tips on the use of effective icebreakers and teambuilders.
- ❖ **“The Alphabet Soup of Myers-Briggs”** – are you an E, a J, an S? What the heck do these letters really mean? This session breaks down the Myers-Briggs types and offers advice on how to work with all types for maximum team efficiency.
- ❖ **“Beyond the Soup Kitchen”** – This session teaches participants on how to work on the causes and effects of social issues in a deeper, more meaningful way.
- ❖ **“Good to Great: Achieve Level 5 Leadership”** – Explore and enact the leadership theories in Jim Collins popular book, Good to Great.
- ❖ **“Strengths First”** – Shift your personal paradigms by tackling life, work, or school with a strengths first approach.
- ❖ **“100 Day Goal Setting”** – Kick start your way to developing an easy plan to help you meet personal goals in 100 days.
- ❖ **“Perfect Pitch”** – Learn how to develop a great elevator pitch for yourself or for your organization.
- ❖ **“Clash of the Generations”** – Learn how to navigate the 4 distinct generations that are currently in the pool as potential employees or volunteers.

**Any of the above workshops can be modified or combined to meet your organization’s individual needs.



People are fundamentally good. We are made for love, for generosity, sharing, and compassion, for transcendence. We are made to reach for the stars.

-Nelson Mandela

References

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