

**Infrastructure Surtax Oversight Board**

**Applicant Package - Member**

Infrastructure Surtax Oversight Board - Member

**Term:** 07 Sep 2023 - 30 Sep 2027

**Positions Available:** 1

**Number of applicants in this package:** 1

- Ruiz, David

**Name** :Ruiz, David

**Address** :509 SE 2nd Street, Gainesville Florida, 32601

**Email** :davidjrui@gmail.com

**Board Name** :Infrastructure Surtax Oversight Board

**Please confirm Full Name, including middle initial, prefix, and physical mailing address :**

David J. Ruiz

509 SE 2nd Street

Gainesville, FL, 32601

**In what city district do you live? :**

District 1

**Employer :**

Currently looking for new employment

**Phone Number :**

352-665-0019

**Occupation :**

Customer Service Representative II

**Why are you interested in serving on this board? (Please answer separately for each board you are applying to.) :**

I started on the Infrastructure Surtax Oversight Board (formerly the Wild Spaces Public Places Oversight Board) in October 2019. I am still very interested in serving on this board.

I currently serve as Chair of the Board. It has been a pleasure and honor to serve as a City of Gainesville appointee. I would like to continue serving on this board as I and another County appointee are the only 2 currently serving members that are still there from the 2019 board. I strongly believe that having institutional knowledge on the board is an important aspect. There have been a couple of issues come up where past knowledge of being on the board helped provide perspective for any new members who brought up similar questions. I humbly ask to continue to serve on this important board as I'm a full supporter of WSPP and look forward to seeing what projects will be done with the new infrastructure piece. I have only missed 1-2 meeting when I was sick. I take serving on this board very seriously. I wish to continue serving my neighbors on this oversight board.

Lastly, I think it is vital to mention that I am the only ethnic minority (Hispanic) on the board. More needs to be done to have a diverse board in my opinion.

**How many terms have you served on this board previously? :**

1

**Disclaimer:**

**Under Florida law, all information, including e-mail, written letters, documents and phone messages, sent to the Gainesville City Commission are subject to Public Records law. This includes the sender's e-mail address, home address or phone number if shown in the message, the content of the message and any associated attachments to the mail.**

**Do you claim any exemption to public record disclosure pursuant to FLA. STAT. Section 119? :**

No

**Have you been removed from any advisory board for attendance, behaviour or another reason? :**

No

**What is your gender identity? :**

Male

**Optional: Ethnicity :**

Other

**Are you a City of Gainesville Employee? :**

No

**Are you a City of Gainesville Intern? :**

No

**Are you currently on a City Advisory Board/Committee? :**

Yes

**If yes, which City Advisory Board/Committee? :**

Cultural Affairs Board

**Some of the boards and committees appointed by the City Commission are required to comply with Chapter 112, Florida Statutes, the Financial Disclosure Law. If applicable, would you be willing to file the required financial statement? :**

Yes

**Do you affirm that your personal and business (if applicable) affairs within the City of Gainesville and Alachua County are in substantial compliance with all city and county regulatory and taxing authorities rules and regulations? \* :**

Yes

**Do you agree with the following statement? Appointees to advisory board/committees are required to attend scheduled meetings as specified in the "Advisory Board Handbook." \* :**

Yes

**Do you agree with the following statement? I understand that this completed application is the property of the City of Gainesville, is subject to public record requests and I hereby certify that the statements made on this application are true and correct. :**

Yes

**Time of Submission :**07/27/23 2:16:12 PM

**Attachments:**

- David Joseph Ruiz Resume Updated 7.17.2023.pdf

## PROFESSIONAL STATEMENT

Experienced Customer Care Professional. 10+ years knowledge gained as Call Center Customer Care Associate. Interested in the open position and would like to learn more about the duties/role. I would also like to expand my knowledge and skills in a new area. I would serve your organization passionately and fully.

## WORK EXPERIENCE

**Gainesville Regional Utilities (GRU), Gainesville, Florida**

November 2022 to June 2023

### Customer Service Representative II

- Handle and resolve customer issues via Call Center
- Assist customers with questions, complaints and billing inquiries
- Create new residential customer accounts
- Perform other duties as assigned by supervisor

**WCA/GFL, Gainesville, Florida**

November 2019 to November 2022

### Customer Service Representative (Bilingual Spanish)

- Handle and resolve customer interactions via incoming calls
- Assist customers with questions, complaints and billing inquiries
- Create new residential customer accounts, handle commercial customer's requests
- Perform other duties as assigned by supervisor
- Process customer payments

**Infinite Energy, Gainesville, Florida**

October 2010 to January 2018

### Customer Care Associate (Bilingual Spanish)

- Handle and resolve customer interactions with complete confidentiality to include "one call" resolutions
- Assist customer questions, complaints and billing inquiries
- Complete work processes to maintain, update and/or activate customer accounts
- Manage customer interactions and transactions
- Record details of inquiries, comments, complaints and record details of actions taken
- Act as "on the job trainer" for newly hired representatives
- Identify problem areas and recommends ways to improve efficiency
- Perform other duties as assigned by supervisor
- Identify and resolve problems in a timely manner
- Manage difficult or emotional customer situations

**The Oaks Mall, Gainesville, Florida**

October 2008 to October 2010

### Customer Service Representative

- Provided customer service to mall patrons
- Sold hundreds of dollars worth of lottery sales & gift cards daily
- Balanced sales through nightly audit
- Answered multi-line phones & transferred calls to multiple departments

## LEADERSHIP EXPERIENCE

**Arts Council of Alachua County**

**Member**

October 2019-Present

- Serve as a resource for local artists and arts agencies, including all municipalities, throughout Alachua County
- Prepare applications for state and federal grants and re-grant eligible grants to local artists and local arts agencies.
- Prepare applications for eligible state and federal grants to provide enhanced resources for local artists and local arts agencies.
- Educate and advocate at the state and federal level on issues affecting the arts.
- Promote and facilitate the inclusion of art into an established process that connects artists, partners and communities for the purpose of enhancing the vitality of the County's.
- Responsible for oversight, administration and promotion of Art Tag proceeds and Local Arts Agency dedicated funding.
- Develop an inclusive strategic plan for county-wide arts and cultural assets that is reviewed and updated annually.
- Report annually, or as necessary, to the Alachua County Board of County Commissioners on the goals and accomplishments of the Advisory Committee.
- Served as Vice Chair (August 2020-May 2021)
- Served as Chair (May 2021-June 2023)

**Infrastructure Surtax Citizen Oversight Board (Formerly Wild Spaces Public Places Oversight Board)**

**Member**

October 2019-Present

- Assure citizens and elected officials that all Surtax Revenues, including those expended by the County and each municipality, are expended only for the purposes authorized by Ordinance 16-07 and Ordinance 2022-08, respectively.
- Track overall expenditure of the Surtax Revenues.
- The Oversight Board may perform a pre-expenditure review of proposed Surtax Revenue expenditures and projects at the request of the municipalities or the County and advise them if they are surtax eligible.
- The Oversight Board shall review Surtax Revenue expenditures and shall provide a written financial report of said expenditures for presentation to the Board on at least a quarterly basis. The Oversight Board Liaison shall be responsible for presenting the Oversight Board's financial report to the Board.
- The Oversight Board Liaison shall request that the municipalities and County must certify annually to the Oversight Board that there was an audit of the prior fiscal year's Surtax Revenue expenditures and there were no findings.
- Serve as Chair (May 2022-Present)

#### **Alachua County Advanced Level Citizens Academy (Fall 2017)**

##### **Member**

September 2017 – November 2017

- Participate in in-depth look at operational services offered by Alachua County
- Interactive sessions and meetings with demonstrations
- Gained insight on how to get more involved in local government and community

#### **Alachua County Citizens Academy (Spring 2017)**

##### **Member**

April 2017 – May 2017

- Participate in behind-the-scenes tours, hear lectures and interact with elected and public Alachua County officials from the Board of County Commissioners, Constitutional Officers, Judiciary, Library District, and School Board.
- Each session showcased specific County Departments, Constitutional and Judicial Offices, and Special Taxing Districts within Alachua County.
- Gained insight on how to get more involved in local government and community

#### **Gainesville 101: Gainesville's Citizens' Academy (Spring 2014)**

##### **Member, 15th Graduating Class**

March 2014 – April 2014

- Met with government officials and city staff to go behind the scenes of government operations
- Attended weekly presentations of city departments on diverse services offered and toured facilities
- Gained insight on how to get more involved in local government and community

#### **Gainesville/Alachua County Cultural Affairs Board (GACCAB) now Gainesville Cultural Affairs Board**

##### **Member**

January 2012 to Present

- Advise the City Commission, the County Commission, and the Dept of Cultural Affairs regarding the policies and concerns relating to cultural activities
- Attend monthly board meetings
- Advise the Director of the Dept of Cultural Affairs in the promotion of fine arts, literary arts, performing arts and crafts
- Develop local art resources and assist Director of the Dept of Cultural Affairs in the planning and implementation of community arts involvement in and around the City of Gainesville
- Assist with developing Cultural Plan and Cultural Tourism Plan
- Review grant applications and make funding recommendations for the city's Outside Agency grants program and Arts Tag Program
- Vice Chair, Gainesville/Alachua County Cultural Affairs Advisory Board (August 2015 to August 2018)
- Chair, Gainesville Cultural Affairs Advisory Board (August 2018 to December 2020)

#### **Downtown Latino Festival**

##### **Director**

January 2008 to September 2013

- Coordinate with City of Gainesville staff for festival permit
- Identify and Coordinate potential Sponsors and Vendors for participation in Festival
- Organize UF student groups, local bands/performers for the on stage entertainment
- Publicize event through FB, posters, press releases, newspaper articles, radio interviews, etc
- Direct/Manage entire event

#### **Hispanic Heritage Month**

May 2005 to December 2005

##### **Programming Director**

- Directed seven main events (Opening Ceremony, Soccer Tournament, Pageant Show, Talent Show, Fashion Show, Comedy Night, & Closing Ceremony)
- Interviewed and selected main Event Directors
- Supervised each main Event Director
- Coordinated & led all Programming meetings
- Networked with Hispanic-Latino & non-Hispanic-Latino student organizations interested in sponsoring events
- Outreached to UF Departments interested in conducting events

#### **State of Florida**

##### **Member, Latino Leaders Advisory Committee on HIV & AIDS**

July 2004 to June 2007

**David Joseph Ruiz**

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- Participated in conference calls to discuss State's Minority health initiatives
- Communicated and crafted recommendations and analysis on State policy, Traveled for consultations with the State
- Networked with fellow Advisory Committee Members on new ways for the State to address HIV/AIDS in Hispanic-Latino communities
- Attended 18<sup>th</sup> Annual East Coast Migrant Stream Forum as committee delegate to discuss migrant health issues (Oct. 2005)

**Mexican-American Student Association (MASA)**  
**Public Relations Director**

December 2003 to May 2005

- Attended Hispanic-Latino Student Council meetings as MASA representative
- Administered fundraising projects, Coordinated programming
- Prepared and implemented all communication with local businesses
- Arranged all print and TV publicity for events

**Vice President**

- Assist the president in the organization's operations, Supervise appointed officers, Assist in the coordination of activities/programs

**AWARDS**

Spirit of Gainesville Community Service Nominee	December 2014
Certificate of Completion Gainesville 101: Gainesville Citizens' Academy	April 2014
Chamber of Hispanic Affairs Orgullo Nuestro Award for Directing the Downtown Latino Festival for 5 years (2009-2013)	September 2013
Hispanic/Latino Hall of Fame (Charter Induction Class of 2008), University of Florida	April 2008
Certificate of Appreciation, FL. Department of Health, Bureau of HIV/AIDS	June 2007
Impact Award, Dean of Students Office/Center for Leadership & Service	March 2007
Special Recognition, Gainesville Chamber of Hispanic Affairs	September 2006
Association of Hispanic Alumni's Colonel Glenn A. Farris Scholarship	May 2005
Presidential Recognition, University of Florida	April 2005
Institute of Hispanic-Latino Cultures 2005 Outstanding Leader of the Year Award	April 2005
Pepsi Bottling Group's Fifth Annual Leadership Luncheon	January 2005
Gatorship Leadership Retreat	January 2004
Certificate of Appreciation, Dean of Students Office	September 2003
Appreciation Award from Hispanic Student Association	November 2003
Certificate of Completion, Art of Leadership Conference	October 2003
Hispanic-Latino Leader of the Month Award from Hispanic Student Association	January 2003
Member of the Month Award from Black Student Union	October 2001
President George W. Bush's Student Service Award & Scholarship	May 2001
Community Involvement Nominee, Palm Beach County 2001 Pathfinders Awards	April 2001
Prudential Florida Youth Initiative Institute Graduate, Prudential Youth Leadership Institute	January 2001

Updated Monday, July 17, 2023