

From: [Jenifer Johnson](#)
To: [Jenifer Johnson](#)
Subject: Heather Moffitt Advisory Committee Application Library Advisory Committee
Date: Monday, July 28, 2025 3:54:30 PM

Are you 18 years or older: Yes

Are you in active litigation against Chatham County: No

Are you employed by Chatham County Government: No

Name (First and Last): Heather Moffitt

Residency Type: Resident of Chatham County

Home/Business/Property/Other Address: 1508 Duet Dr, Siler City, NC, 27344, USA

Phone Number: 919-548-3848

Email Address: heather.moffitt1@gmail.com

Which District do you reside in? District 4

Which board or committee are applying for: Library Advisory Committee

Do you have an immediate family member on this committee: No

Demonstrate your interest, experience, or expertise relevant to the subject matter of the committee. I'm excited to express my interest in serving on the Library Advisory Committee. With a background in English and Creative Writing and a professional career rooted in inclusion, engagement, and student support at Duke University, I bring a strong commitment to educational access. Previously, I worked in affordable housing and healthcare, focusing on removing barriers for underserved communities. Currently, I am pursuing a master's degree in Communications to further expand my capacity to amplify voices, bridge understanding, and foster community connection—skills I believe are central to the mission of any public-serving library system. Additionally, I also serve as Duke's sole diversity officer, overseeing our office's budget, supporting inclusive programming, advising student leaders, and tracking diversity data. It would be an honor to contribute my experience partially in areas related to community engagement, inclusive service design, and equitable access to resources.

I am willing and able to regularly attend scheduled meetings, participate in committee activities, and comply with all applicable laws, policies, and codes of conduct: Yes

State Reporting (Optional) Gender: Woman

Are you Hispanic or Latino/a/e? (Optional): No

What is your Age Range (Optional): 35-44

Attachments: {"file_upload":
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A highly resourceful and creative professional who excels at tackling unique challenges, crafting inclusive content, and championing diversity initiatives with confidence.

SUMMARY An experienced administrative professional who promotes constructive organizational change and provides exceptional support and coaching. Also, committed to providing compassionate care to diverse populations and developing creative solutions to complex problems. I have a history of meeting and exceeding expectations while working on multiple projects with competing deadlines.

WORK EXPERIENCE

Assistant Director of Community Engagement and Student Support *promoted June 2023 to Present*
Fuqua School of Business

Support, Advising, and Advocacy Within Fuqua (60%)

- Support in delivering student services that attend to the needs and promote the academic success and belonging of Fuqua students. Particular attention will be directed through co-curricular activity through collaboration with staff in Fuqua Student Affairs and across Fuqua.
- Collaborate with staff in Student Affairs to support key activities at Fuqua, including but not limited to Orientation, Graduation, Inclusion Week, Global Week, and Resource Fairs.
- Collaborate with student groups, clubs, and student leadership to support community enhancing initiatives at Fuqua. Advise, mentor, and elevate individual students and student leaders. Create allyship within the student body.
- Work collaboratively with school and university colleagues to develop a school-wide culture that exemplifies a shared value for community and belonging, and that provides a supportive and stimulating learning environment for all students.
- Collaborate with other areas at Fuqua to develop and implement effective communication strategies, web and interactive media, and marketing and promotional collateral materials that can be used for recruiting and community building.

Stakeholder Engagement (20%)

- Work collaboratively with Development and Alumni Relations to reinforce connections with alumni and develop and execute plans to maximize corporate relationships and build a network of corporate involvement with mutual benefit to the school, students and alumni.
- Collaborate with the Admissions team as needed to help increase the outreach, recruitment, and matriculation of students. Act as a liaison to smooth the transition from admitted student to enrolled student.
- Collaborate with others at Fuqua to help manage the school's network of relationships and partnerships with external organizations, agencies, and community partners.
- Along with others at Fuqua, support student engagement in affinity conferences and network opportunities connected to diversity (e.g., NMBBAA, Prospanica, and

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ROMBA). This includes ensuring all students understand their opportunities to attend in support of the conference missions. It also includes running the process to distribute any funding available to support student attendance at specific conferences.

Administrative Oversight (20%)

- Collaborate as part of a small team to advise and communicate strategies to broadly support Fuqua leadership in the face of crises that touch on personal identity.
- Collaborate and partner with Student Services to promote students' feeling of being welcome and that they belong at Fuqua
- In conjunction with senior leadership, effectively manage the budget for community engagement and student support initiatives.
- Understand best practices across business schools related to supporting all students

Program Coordinator the Office of Diversity & Inclusion
Fuqua School of Business

March 2022 to Present

- Support and develop programs, workshops, materials, and conversations around a community where all people can be their authentic selves.
- Following up on programming through surveys, meetings, and data to ensure programming continues to safeguard spaces and conversations on topics that can be challenging or stigmatizing.
- Actively engage in meetings and discussions to ensure students, faculty, and staff are able to express ideas and opinions.
- Serve as the primary contact for event management needs to be connected to large-scale events and diversity and inclusion sessions led by the Office.
- Craft and administer pre- and post-event surveys utilizing organizational tools (e.g., Google docs, Qualtrics, Doodle, etc.) and developing a process for tracking events and capturing best practices.
- Research and craft staff surveys to measure staff interest and engagement.
- Coordinate one-on-one and small group meetings for both internal and external stakeholders.
- Act as the primary administrative lead for LEADing for Life Global Learning Institute.
- Serve in the official capacity as Coordinator for Mental Health First Aid (MHFA) training courses.
- Process all financial transactions for programs implemented by the Office, including payments for speakers, consultants, and other service providers.
- Manage financial support process for affinity/diversity conferences (Prospanica, National Black MBAA, ROMBA, etc.).
- Keep track of budget spending for the department and events.
- Help forecast and update annual reports and financial statements to help ensure that the Assistant Dean recognizes the financial needs of the Office year after year.

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Administrative Coordinator

May 2021 to March 2022

UNC Healthcare

- Administered multiple programs and departments' budgets, including budget development and establishing fiscal goals and objectives. Monitored various accounts, analyzed budgetary trends, and prepared fiscal reports used by management in strategic planning. Advised leadership on budgetary matters.
- Developed and revised work procedures and methods, including necessary forms design, and trained employees in new and established procedures.
- Supervised subordinate groups of administrative employees while administering program activities, such as selection, training, evaluation, counseling, and disciplining as delegated.
- Performed departmental and program purchasing administrative functions, including researching and recommending supplies and equipment to administration, expediting purchase orders and requisitions, and approving operational expenditures.
- Performed space allocation functions and recommended space reallocation, addition, and renovation to administration. In addition to recommending vendors (promoting diversity and inclusion) and monitoring projects.
- Served as a resource for administration and employees in interpreting and applying various policies and procedures.
- Served as human resources representative by ensuring compliance with HR policies and procedures and liaising with Human Resource Services for recruitment, retention, classification, compensation, and employee relations issues.

Administrative Specialist, Department of Surgery

June 2019 to May 2021

UNC Healthcare

Team Lead, Appointment September 2020 to 2021

- Served as lead worker/mentor to new and established staff
- Selected, screened, and held Hiring for Excellence interviews.
 - Served as preceptor for orientation of new admins
 - Trained and supported employees in faculty interviewing processes, faculty onboarding process, CV and database management while providing verbal and written feedback on the process
 - Supervised administrative staff's time and monitored MyTime entries
- Communicated information with faculty to assist in preparation for clinical conferences, M&M, and visit faculty.
- Provided administrative support at the divisional level for Surgical Oncology.
- Maintained, organized, and distributed follow-up correspondence regarding conferences.
- Preparing reimbursements.

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- Paying invoices and managing and ordering supplies.
- Serve as point person for the Fellowship interview process as appropriate per the Program Coordinator.
Utilize Adobe Pro to digital Fellowship Interview Day itinerary/information folder.
- Served as point person for the administration office.
- Employed de-escalation methods with nervous or upset patients and their families and navigated their needs to the correct department and contact person.
- Served as primary contact for five faculty physicians.
- Handled accreditation and licensure information for faculty physicians.
- Organized and distributed materials for the Multidisciplinary Endocrine Tumor Conference.
- Utilization of Qagenda for on-call scheduling and schedule maintenance.
- Updated faculty calendars to reflect on-call schedules.
- Triageed and organized incoming communication and documents for division.
- Handled visiting professorship details (lodging, transportation, catering).
- Maintained faculty physician calendars.
- Aided medical students in shadowing faculty, scheduling, and obtaining volunteer forms for approval.
- Coordinated faculty interviews and served as host throughout the process, which included, coordinating pre-interview arrangements, interview day, and post-arrangements.
- Providing follow-up correspondences with faculty and applicants.
 - Co-Chair, Administrative Professionals Conference (APC) Committee member FY20
 - Serving in leadership and mentor role as a senior committee member.
 - Ensuring communication channels remained open.
 - Leading donations committee to exceed previous FY19 donations totals.
 - Assisted and directed the outreach community project.
 - Scheduling WebEx meetings.
 - Utilization of Microsoft Teams for collaborative work process.
 - Reaching out to local vendors to secure donations.
 - Edited and created conference materials for committee member distribution.
 - Serving as point person for new committee members.
 - Organizing presentations and presentations.
 - Planning end-of-year wrap-up party, reserving event space, planning menu, and ordering gifts for participants.

Financial Counselor

January 2017 to June 2019

REX Healthcare & UNC Healthcare

- Primarily responsibility at Chatham Hospital was to screen patients for Medicaid, financial assistance (charity care), pharmacy assistance, and additional healthcare resources.
- Provided patients with local assistance resources if hospital resources cannot be provided.

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- Served as point person for complex customer service issues and resolved every issue by employing diffusing methods.
- Served as a mentor for on-the-job training of new and seasoned Financial Counselors.
- Participated in the new employee onboarding and training.
- Communicated with interpersonal staff, physicians, and administrators at all levels regarding conflicts and resolutions.
- Demonstrating critical and analytical thinking skills while handling complex customer service issues.
- Contesting patient balances.
- Streamlined the monetary surgery process at Chatham Hospital.
- Provided, and created researched estimates on procedures, surgeries, and appointments.
- Troubleshoot claims and billing charges with the patient and provided the necessary education
- Served as a point person for insurance inquiries and authorizations)
- Documentation of workflows.
- Served as the primary level of response to billing inquiries and complaints.
- Screened patients for financial assistance (verifying income, assets & demographics).
- Career Development Team for Financial Counselors FY19 is serving as lead
 - Facilitated & scheduled meetings.
 - Oversaw and organized a food drive for Orange County schools in need.
 - Organized hurricane relief food drives.
 - Organized presentations and presenting
 - Led multicultural fair representation
 - Led community service events
 - Lead and initiated team-building events.
- Administrative Professionals Conference (APC) Committee member FY19
 - Served on advertisements & decorations subcommittee.
 - Assisted the Chair with various responsibilities such as: training new members, communicating to committee members, and overseeing project management.
 - Created and oversaw marketing materials for programs/events.
 - Served as advisor for administration professionals' conferences.
 - Served as a point person for questions.
 - Assisted with the Outreach Committee in providing school supplies to Orange and Wake Country schools in need.

Administrative Associate

May 2016 to January 2017

UNC Healthcare

- Selected, prescreened & interviewed applicants for the float pool.
- Onboarded and educated new hires in the outpatient float pool department.
- Organized outpatient float pool program.

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- Using the ability to multitask, schedule, and perform various administrative tasks in support of the department.
- Approved and edited employee time cards in the Kronos system.
- Scheduling patients' appointments.
- Work queue corrections and scheduling.
Check-in and check-out processes.
- Communicating with interpersonal staff, physicians, and administrators at many levels.
- Communicates new changes to existing policies and procedures
- Established priorities of scheduling needs and adjusting floater assignments as needed.
- Resolved scheduling conflicts using diplomacy and grace.

On-Site Manager

June 2013 to May 2016

Community Management Corporation

- Oversaw the day-to-day aspects of the 48-unit affordable housing family apartment complex.
- Supervised maintenance staff & vendors.
- Selected, trained, and onboarded staff.
- Administrative duties (scheduled, answered the telephone, data entry, and welcomed incoming traffic).
- Organized food pantry for residents in need.
- Took care of all legal action on non-compliant residents.
- Resolved resident disputes.
- Monitored compliance with Fair Housing Laws.
- Provided free after-school tutoring services for residents' children using local high school honor students.
- Planned and facilitated National Night Out annually for residents and locals.
- Maintained and created a newsletter with local resources to free amenities for all ages.
- Responded to email/website inquiries.
- Communicated terms of lease, procedures, and policies to residents.
- Prepared annual budget in coordination with the Regional Manager.
- Processing background checks on applicants.
- Oversaw all financial transactions such as: invoicing (A/P), collecting the security deposit, rent, handling, and balancing petty cash (A/R).
- Plan and monitor budget.
- Resolved work problems.
- Monitored vendor and property relations.

Site Manager

January 2012 to August 2013

GEM Management

- Supervised maintenance and vendors

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- Organized resident activities such as dinners, bible studies, and firefighter training on fire safety.
- Maintained open communication with local resources such as Meals on Wheels for residents.
- Maintained operations of a 32-unit property
- Accepted applications and maintaining a waitlist of qualified applicants
- Processed background checks on applicants
- Verified applicant's demographics, rental history, employment, and assets
- Sent accounts to collections
- Handled all financial objectives
- Billing Inquiries
- Customer service while enforcing rules and policies
- Created reports for the Senior Property Manager and the Corporate office.

Site Director

January 2011 to April 2012

Chatham YMCA

- Supervised and motivated site staff
- Selected, trained, and counseled staff
- Communicated new changes to existing policies and procedures
- Oversaw site program; ensuing day-to-day program ran efficiently
- Ensured the safety of all children and staff at the site
- Responsible for the daily schedule and planning
- Established priorities within the site and monitored all activity
- Ensured all materials are available and ordered
- Maintained and established communication between the program, students, teachers, and parents.
- Resolving work problems

Sales Associate

February 2005 to June 2006

Pebbles Store (formerly BC Moore's)

- Delivered personalized customer service by assisting shoppers in selecting merchandise, offering product recommendations, and addressing inquiries to enhance the shopping experience.
- Maintained an organized, visually appealing sales floor by restocking merchandise, setting up promotional displays, and following store planograms and visual merchandising standards.
- Operated point-of-sale (POS) systems to process sales, returns, exchanges, and gift card transactions accurately and efficiently.
- Supported inventory control efforts by conducting cycle counts, monitoring stock levels, and reporting discrepancies to management.
- Promoted in-store promotions to increase customer engagement and drive sales.
- Collaborated with team members to achieve sales goals and contribute to a positive, customer-focused work environment.

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- Ensured fitting rooms and common areas remained clean, organized, and welcoming to guests.
- Handled customer concerns or complaints with professionalism, escalating unresolved issues to management when necessary.
- Adhered to all company policies and procedures regarding cash handling, security, and loss prevention.

Seasonal Gift Wrapper

October 2004 to February 2005

BC Moore's Store

- Expertly wrapped a variety of merchandise using appropriate techniques, materials, and decorative styles to enhance the customer experience and reflect the store's brand image.
- Delivered exceptional customer service by engaging with guests, confirming gift preferences, and ensuring the timely completion of wrapping requests.
- Maintained a clean, organized, and well-stocked wrapping station to maximize efficiency during high-volume periods such as holidays and special promotions.
- Collaborated with sales associates and cashiers to ensure seamless customer transactions and gift presentations.
- Monitored inventory of gift wrap materials and coordinated with management for timely replenishment.
- Adapted to diverse product shapes and sizes, using creative problem-solving to maintain aesthetics and quality.
- Ensured all packaging complied with store standards for branding, safety, and customer satisfaction.
- Assisted with special events, seasonal displays, and promotional gift-wrapping services as needed.

EDUCATION

Masters of Science in Strategic Communication

10/2023 – 09/2025

Arkansas State University – Jonesboro, AR

Bachelor of Arts in English & Creative Writing

08/2017 – 05/2020

Southern New Hampshire University – Manchester, NH

Associate of Applied Science in Business Administration

05/2010 – 12/2014

Kaplan University Fort Lauderdale, FL

CERTIFICATIONS

Inbound Sales

HubSpot Academy

11/23 – 12/25

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Mental Health First Aid – Instructor
National Council for Wellbeing

09/22 – N/A

Mental Health First Aid, certified First Aider
National Council for Wellbeing

07/22 – 07/25

Social Behavioral Modules
CITI Program

02/21 – 02/24

Yellow Belt Certification
Lean Sigma Six

06/2018

SKILLS & PROFESSIONAL DEVELOPMENT

- Hiring for Excellence Certification, UNC Healthcare
- UNC Healthcare Diversity Leader training
- UNC Healthcare Compassionate Leader training

ORGANIZATIONS/GROUPS

Member of the National Society of Collegiate Scholars

Member of the National Society of Leadership and Success

Member of Mental Health Awareness Club – SNHU Chapter

INTERNSHIPS

The Odyssey Online | SNHU Chapter – Content Creator

Coffee House Writers – Content Contributor