



The Office of Human Resources

City of Palatka
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December 16, 2019

I am writing to recommend the services of Dona Higginbotham with the Mercer Group.

Ms. Higginbotham worked with our organization for six months to help facilitate recruitment and hiring of our City Manager. Ms. Higginbotham brought with her many years of experience, along with her expertise in job search, recruiting and interviewing qualified candidates. Her attention to detail aided in keeping our Commission on track during the recruitment process.

Ms. Higginbotham proved to be thorough, flexible and easy to work with. She ensured that time was made to discuss any concern and responded to your question in a timely manner. I am confident that Ms. Higginbotham will provide the same level of professionalism to your organization as she did for the City of Palatka.

If you have any further questions regarding, please feel free to contact me.

Respectfully,

Debra Robinson

Human Resources
City of Palatka

TERRILL L. HILL
MAYOR - COMMISSIONER

MARY LAWSON BROWN
VICE MAYOR - COMMISSIONER

RUFUS J. BOROM
COMMISSIONER

JUSTIN R. CAMPBELL
COMMISSIONER

TAMMIE McCASKILL
COMMISSIONER



Regular meeting 2nd and 4th Thursdays each month at 6:00 p.m.

WILLIAM P. "BILL" SHANAHAN, JR.
CITY MANAGER

BETSY JORDAN DRIGGERS
CITY CLERK

LOGAN B. BECKER
FINANCE DIRECTOR

JASON L. SHAW, SR.
CHIEF OF POLICE

KEITH "J.R." GRIMES
CHIEF, FIRE DEPARTMENT

DONALD E. HOLMES
CITY ATTORNEY

To whom it may concern:

I am writing this letter to recommend the Executive Recruitment services of the Mercer Group Florida, LLC and Ms. Dona Higginbotham.

The City of Palatka and I have worked with the Mercer Group Florida and Ms. Higginbotham for the past several years and have found them to offer high quality services and have always been satisfied by their professionalism, responsiveness, and quality work.

My most recent interaction with the Mercer Group Florida was as an applicant for my current position as City Manager for the City of Palatka, Florida. This was a very challenging process and Ms. Higginbotham's ability to guide the City's Elected Officials in reference to the media and understanding the process was second to none. In addition, when the media started contacting the applicants she took immediate action to ensure they stayed focused on the process and nothing else.

Ms. Higginbotham is very professional and personable, maintaining contact every step of the process, and adhering to the schedule set forth. I, as did the other applicants, felt like we had a friend in our corner.

Without hesitation I am most happy to recommend the services of Mrs. Dona Higginbotham and Mercer Group Florida. I look forward to working with Ms. Higginbotham in the future.

Should you have any questions, please feel free to contact me.

Sincerely;

William P. Shanahan Jr., MPA, CM
Palatka City Manager

December 18, 2019

To Whom It May Concern:

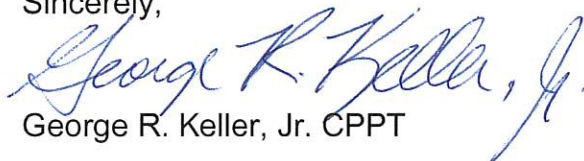
Please accept this correspondence as my sincere and firm letter of reference for Dona Higginbotham of Mercer Group Florida. On behalf of the City of Hollywood, FL, I have had the pleasure and success of working directly with Ms. Higginbotham and Mercer Group Florida on multiple occasions in recent years in the search for key senior management personnel. The two most recent experiences involved finding and securing individuals to serve as major department directors for our municipality. In both cases, the City had followed traditional "in house" public advertising and search processes on a national scale repeatedly over an extended period of time. Unfortunately, both efforts proved unsuccessful in identifying a match despite prolonged and persistent actions via all of our internal resources.

We then turned to Mercer Group Florida and Ms. Higginbotham. In both cases, new candidates were identified and the single right fit was secured for each key position, in a fraction of the time already spent by the City. Ms. Higginbotham's professional services cost structure was also very competitive compared with other major search firms, and in fact was lower than most. In retrospect, the City should have used the services of Ms. Higginbotham from the initial outset saving a good deal of time and expense.

Ms. Higginbotham has proven through our collective experiences to be very insightful, persistent, and sensitive to the needs of our organization. She has always conducted herself and represented our City as an ethical professional whom we could trust and depend upon to follow our needs and directions, especially in the most sensitive and difficult of search efforts. She has always conducted her thorough due diligence in finding, evaluating and proposing candidates; and only those that were credible and of substance. Her respected reputation and that of Mercer Group Florida is well earned and deserved. The City will look to use her services again in the future.

You are welcome to contact me directly at 954-232-4186 should you desire any additional information.

Sincerely,


George R. Keller, Jr. CPPT

Deputy City Manager

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