

*Town of Weymouth
Massachusetts*

Robert L. Hedlund
Mayor

75 Middle Street
Weymouth, MA 02189




Office: 781.340.5012
Fax: 781.335.8184

www.weymouth.ma.us

MEMORANDUM

23 101

TO: TOWN COUNCIL
FROM: MAYOR ROBERT L. HEDLUND 
RE: APPOINTMENT TO COMMISSION ON DISABILITIES-
CHARLOTTE NICHOLS
DATE: MAY 11, 2023

2023 MAY 11 AM 10:24

RECEIVED
TOWN OF WEYMOUTH
TOWN CLERK'S OFFICE

I hereby submit the following measure for consideration by Town Council:

In accordance with Section 2-10 of the Town Charter, I respectively submit the name of **Charlotte Nichols** of **24 Central Street, Weymouth, MA 02190** for appointment to the Commission on Disabilities. This is a 3-year term due to expire on June 30th, 2026.

*Filling a vacancy created by the resignation of Ronald Rizzo

Weymouth
TOWN COUNCIL

2023 MAY 11 AM 10:47

RECEIVED



TOWN OF WEYMOUTH BOARD & COMMISSION APPLICATION

The Mayor is seeking citizens who wish to serve on Town Boards and Commissions established to assist and advise the Town on specific matters. Please complete this application in full (attach a resume and other information which may assist the Mayor and the Town Council in making its selection) and file it with the Mayor's Office. The Mayor reserves the right to reject any applications. Some appointments are subject to confirmation by the Town Council.

Name: CHARLOTTE NICHOLS Email: CHARS@COMCAST.NET

Cell Telephone: 508-333-3305 Work Telephone: _____

Residence Address: 24 CENTRAL ST. Zip: 02190

Present Occupation & Place of Employment: _____

Educational Background: WOODWARD SCHOOL, QUINCY; MFA + Voss Folkehøgskule

Memberships in Community Organizations or Professional Groups: Weymouth Garden Club, Norway

TRAVEL ADVISORY BOARDS; TRAVEL INDUSTRY EXECUTIVE WOMANS NETWORK; CRUISE INDUSTRY EXECUTIVES; AAA GIVING COMMITTEE

City Boards and/or Commissions on which you have previously served: N/A

The reasons why you wish to be considered for appointment by the Mayor:

I'm seeking an opportunity to be more engaged with the community, where I can use my skills, share my knowledge, learn + collaborate w/ others to make a positive difference.

Please detail specific areas of expertise:

Business development, communication, organizational development

Please detail specific areas of interest: disabilities + elder services, housing + conservation Partnerships + fiscal responsibility

Available for meetings in the (check one): daytime some. evenings both _____

Resident of the Town since what year: 1995

Appointees and incumbents may be required to file a Statement of Economic Interest, as required by the Town Council Rules or the Mayor. The statement may require a declaration that you have no interest in conflict with the Town of Weymouth. Please return your completed application to the Mayor's Office, 75 Middle Street, Weymouth, MA 02189.

The Mayor will keep applications on file.

I DECLARE UNDER PENALTY OF PERJURY THAT THE FOREGOING INFORMATION IS TRUE AND CORRECT.

Signature of Applicant: [Signature] Date: 2/28/23

Printed Name: CHARLOTTE NICHOLS Date: 2/28/23

WEYMOUTH BOARDS, COMMITTEES, AND COMMISSIONS

CHARLOTTE NICHOLS 2/28/23

Place a number next to your preferred position(s) (up to four choices) with #1 being your first priority.

- | | |
|---|---|
| <input type="checkbox"/> Board of Assessors | <input type="checkbox"/> Local Emergency Planning Committee |
| <u>2</u> Board of Elder Services | <input type="checkbox"/> Memorial Committee |
| <input type="checkbox"/> Board of Health | <input type="checkbox"/> Planning Board |
| <input type="checkbox"/> Board of Library Trustees | <input type="checkbox"/> Recreation Commission |
| <input type="checkbox"/> Board of Registrars of Voters | <input type="checkbox"/> Scholarship Fund Committee |
| <input type="checkbox"/> Cemetery Commission | <input type="checkbox"/> Waterfront Committee |
| <u>1</u> Commission on Disabilities | <input type="checkbox"/> WETC Board of Directors |
| <input type="checkbox"/> Community Events Committee | <input type="checkbox"/> Weymouth Historical Commission |
| <input type="checkbox"/> Community Preservation Committee | <u>3</u> Weymouth Housing Authority |
| <u>4</u> Conservation Commission | <input type="checkbox"/> Weymouth Redevelopment Authority |
| <input type="checkbox"/> Construction Steering Committee | <input type="checkbox"/> Weymouth Contributory Retirement Board |
| <input type="checkbox"/> Cultural Council | <input type="checkbox"/> Youth Coalition |
| <input type="checkbox"/> Fourth of July Committee | <input type="checkbox"/> Zoning Board of Appeals |

*Members are appointed by Mayor Hedlund and require Town Council approval.



Charlotte Nichols

Email: cha85@comcast.net | Phone: 508-333-3305 | LinkedIn: linkedin.com/in/charlotte-nichols

A highly motivated, passionate and successful travel industry leader, with vast expertise in business development strategy and collaboration, revenue growth, strategic partnerships, marketing plans, contracts, communication and expansion. Established capabilities in data analytics, sales training, problem-solving, innovation, change and project management. A dynamic and adaptable top-performer who consistently listens, creates and empowers teams to liaise with key stakeholders and third parties while achieving growth and profitability.

ACHIEVEMENTS

Led Massachusetts Giving Committee for AAA Northeast, an employee directed community program to provide funds and volunteerism to local 501c3 organizations with a concentration on food, shelter and children services.

Negotiated and secured increased partner funding YOY for marketing, sales incentives and training, to become a leading force within the AAA Federation and a partner of choice for our travel suppliers needing growth.

Conceptualized, directed and completed consolidation metric for successful mergers and acquisitions which became the standard for department communications, operations, gathering skillsets and training needs to best align productivity and job responsibility.

Restructured, consolidated and expanded scope and reach of AAA Travel Marketplace for best brand awareness, consumer trip planning, increased revenue results and sales volume. Developed regional events to reach outlying markets through data-driven analytics

Experienced travel industry insider, writer and spokesperson.

Advisory Boards: The Travel Corp, Disney EMTAC, Disney AAATAC, Universal Orlando, Member Choice Vacations, IAP Travel Impressions, Royal Caribbean Cruise Lines, AAA Travel and Hurtigruten Cruises

PROFESSIONAL EXPERIENCE

AAA NORTHEAST

Director, Strategic Partnerships, Business Development & Marketing 2011 -2022
Built and fostered long-term travel provider and tourism relationships for mutual sales and volume growth. Developed proven track record of growth through negotiating and securing funds from travel providers and ancillary partners for marketing, training and sponsorship of in person and virtual B2B and B2C events. Collaborated on incentives with internal and external teams to drive desired revenue results. Provided data-driven ideas and solutions for promotional offers and marketing to increase sales. Interpreted market conditions and changes, making recommendations to internal and external teams accordingly. Analyzed reports and advised team of revenue fluctuations, trends, threats and opportunities for growth. Solved member relation, agent and partner performance issues to minimize financial impact while maintaining brand satisfaction.

Manager, Travel Product, Groups and Business Development 2008 - 2011
Restructured the group department through a team incentive project for best service, sales results and job satisfaction through clear and structured role clarity. Established entirely new process to determine profitability through criteria and partner RFP to minimize risk and secure volume incentives. Planned and launched branch marketing and consumer communications campaign for travel membership benefit awareness, usage and heightened member satisfaction.

Travel Sales Manager 2005 - 2008
Managed and elevated performance outcome in all fields of operations, including hiring, sales, preferred partner goals, training and customer service programs for region. Attracted and retained right people for job. Improved performance and good citizenship in region through charitable and social services. Reshaped business, productivity and product portfolio to reach number-one region in sales and revenue within 18 months.

AMERICAN EXPRESS

Team Leader 1993 - 2005
Responsible for travel counselors, sales, and branches within several regions of New England. Brought regions to double digit sales and revenue growth with top box consumer satisfaction ratings through innovative, regional reorganization of staff, performance incentives, internal and external training, weekly coaching, activity logs and performance improvement plans.

EDUCATION

Woodward School, Quincy MA; Museum of Fine Arts Studio Art graduate, Boston; Voss Folkehøgskule, Voss Norway; Travel School of America Graduate; Travel Education Center Management Certificate; Core Leadership certifications American Express and AAA Northeast.

LANGUAGE

English – Native, Norwegian - Conversational

5/8/23
called —

Savoy, Jeanne

From: Savoy, Jeanne
Sent: Wednesday, May 3, 2023 3:31 PM
To: 'Cha85@comcast.net'
Subject: Vacancy on the Commission on Disabilities

Verbal "yes" - move forward.

Importance: High

Good afternoon Charlotte,

After review of all interested applicants, Mayor Hedlund would like to appoint you to the Commission on Disabilities. This is a 3-year term beginning July 1, 2023 through June 30, 2026.

Please respond to this email, as soon as possible, to confirm you are interested in serving, and we will move forward with the appointment process. You'll be invited to attend a future Budget Management AND Town Council Meeting, dates/times TBD, to introduce yourself, as part of that process.

Contact me should you have any questions.

Thank you,

Jeanne Savoy
Senior Assistant to Mayor Hedlund
Town of Weymouth ~ Mayor's Office
75 Middle Street
Weymouth, MA 02189
781.682.3620
jsavoy@weymouth.ma.us

3/21/23 -
came by office
to check on
status.