

Jo Ann M. Uchida Takeuchi

OBJECTIVE: To be working as part of the Ige team, and to collaboratively develop initiatives that foster a fair, safe and healthy marketplace for Hawaii's businesses and consumers.

SUMMARY OF PROFESSIONAL QUALIFICATIONS:

- Experienced in successfully managing small, medium and large state agencies (Office of Consumer Protection, Regulated Industries Complaints Office, Department of Commerce and Consumer Affairs)
- Strong written and oral communication skills
- Organization and strategic planning experience
- Strong experience working with stakeholders and legislators on a wide spectrum of legislative initiatives
- Knowledgeable about consumer protection and administrative law
- Experience working collaboratively with diverse groups to reach consensus
- Experienced in leading consumer protection and administrative law enforcement teams and bringing successful enforcement actions

PROFESSIONAL EXPERIENCE:

Department of Commerce and Consumer Affairs (DCCA)

Deputy Director

April 2012 to present

As Deputy Director, work closely with Director to supervise twelve divisions within DCCA. Work with the Director to develop and finalize DCCA's financial plans, financial reports and budget requests. Primarily responsible for overseeing DCCA's legislative package, review and approve testimony and reports submitted to legislature. Worked on and drafted many pieces of legislation. DCCA Alternate EMO and works closely with DCCA's Communications Officer on outreach strategy and messaging.

Regulated Industries Complaints Office (RICO) Department of Commerce and Consumer Affairs Complaints and Enforcement Officer (Position #100890)

July 1999 to April 2012

RICO is the enforcement arm of over 45 different professional boards, commissions and programs, including accountancy, contracting, motor vehicle dealer industry, medical, dental, and real estate. RICO has offices in Honolulu, Hilo, Kona, Wailuku, and Lihue, and 67 positions, including administrative, clerical, investigative and legal. RICO, through the Consumer Resource Center, handles complaints intake and consumer information for both RICO and the Office of Consumer Protection. As Complaints and Enforcement Officer, I was responsible for all policy implementation including but not limited to drafting legislation, preparing and presenting legislative testimony, RICO-related media issues, business and consumer education, strategic planning, budgeting, purchasing, staff training,

personnel matters, and coordination with other divisions and other departments. I worked with a team of three RICO branch chiefs regarding complaints processing, case management, investigation and prosecution of licensing law violators. RICO receives around 2,000 complaints per year and initiates around 300 legal actions per year in circuit court and through administrative proceedings. In my capacity as RICO's division chief, I have worked for DCCA directors Kathryn Matayoshi, Mark Recktenwald, Lawrence Reifurth, and Ron Boyer.

Office of Consumer Protection (OCP) Department of Commerce and Consumer Affairs Executive Director

November 1995 to July 1999

OCP enforces many of the state's consumer protection laws. As the state's consumer protector, I oversaw all aspects of OCP's operations, including but not limited to legislation, media, budget, purchasing, policy implementation, business and consumer education, and strategic planning.

**Office of Consumer Protection
Department of Commerce and Consumer Affairs Senior Attorney and Staff Attorney**

June 1990 to November 1995

I was an OCP Staff Attorney from 1990 to early 1995. In 1995 I was promoted to Senior Attorney before becoming OCP's Executive Director. As a Staff Attorney, I prosecuted cases involving unfair or deceptive acts or practices (Haw. Rev. Stat. 480-2). As OCP's Supervising Attorney, I was responsible for oversight of OCP's legal branch. I discussed, assigned and reviewed cases with Staff Attorneys, filed consumer protection cases, and provided legal counsel to the Executive Director.

Private practice

1981 to 1990

Licensed to practice law, 1981 to present (currently inactive)

MEMBERSHIPS, COMMITTEES AND AWARDS

Hawaii Justice Foundation (board member and secretary) 2008 to present
2011 Unlicensed Contractor Law Enforcement Task Force Construction Site Inspection Task Force Chair, 2010 (Act 121)
BIA Hawaii 2009 Building Advocate of the Year
2005 Electricians and Plumbing Task Force
HSBA Consumer Protection Committee 1999-2001
HSBA Task Force on Access to Justice in Hawaii
Article 9 Task Force, recodification of Article 9, Chapter 412
Medical Privacy Task Force, DCCA representative

EDUCATION AND PERSONAL BACKGROUND

William S. Richardson School of Law University of Hawaii, Jurisdoctor, 1981

University of Hawaii at Manoa, Bachelor of Arts, 1978 (English with Honors) Bachelor of Arts, 1978 (Political Science)

Raised in Pearl City, and a 1974 graduate of Pearl City High School

Married (Gary Takeuchi); son Kai is employed at Nike in Beaverton, Oregon