

**PROFESSIONAL SUMMARY**

Thorough and capable park and recreation professional experienced in operations, human resources, and management with a high degree of integrity and ability to handle sensitive information. Self-starter skilled at setting priorities and daily workload balance. Adaptable multi-departmental coordinator with advanced technical skills and community relation proficiency. Cross functional team leader with an exceptional work ethic.

**EXPERIENCE****Lower Makefield Township - Yardley, PA****2013 - Present***Operations Manager, Parks and Recreation*

- Acts as the Risk Manager for the Parks and Recreation department and complies with all protocols within the Risk Management Plan.
- Reviews Risk Management Plan and Operations Plan Annually and make recommendations to the Parks and Recreation Director to ensure they are current.
- Works with department to maintain high standards needed to maintain accreditation received through the National Recreation and Park Association.
- Receives all work orders and assures they are properly assigned. Follows through to ensure work orders are complete.
- Develops standard policies and procedures for operations and maintenance of facilities and equipment.
- Manages maintenance projects.
- Responsible for hiring and training of 100+ managers and seasonal staff. Performs various HR functions, background clearance checks and confirmation of current safety certifications and trainings.
- Conducts and attends a variety of trainings, staff meetings and community recreation meetings.
- Budget development and administration of a \$1m department budget.
- Develops and implements programs and special events.
- Ensures compliance of rules and regulations in a collaborative fashion with the Township's insurance company, state and county representatives.
- Advertises memberships, processing membership payments and customer service of membership questions.
- Uses social media to increase public visibility and knowledge of program offerings.
- Updates Park & Recreation webpage as needed.
- Installed an online payment option by identifying banking sources and establishing a convenience fee schedule.
- Assessed areas that need improvement and revision and worked towards developing and implementing solutions.
- Continued the technology upgrade by establishing a point-of-sale system used at the pool complex which streamlined all processes as well as converting the entry to a key fob system.

**V.J. Scozzari & Sons, Inc. – Lawrenceville, NJ****2001 - 2003***Administrative Coordinator*

- Preparation of bid proposals and client presentations for commercial builders.
- Liaison between company and clients using verbal and written communications.
- Collaborated with company executives in creating marketing strategies and content for direct mail and other promotional projects.

**EDUCATION****Rutgers University, Rutgers College, New Brunswick, NJ****1998**

Bachelor of Arts, Psychology

**CERTIFICATIONS**

- Certified Park and Recreation Professional
- CPR/AED/First Aid

## **MEMBERSHIPS**

- National Recreation and Park Association
  - Member
  
- Pennsylvania Recreation & Park Society
  - Member
  - Membership Committee Member
  
- Bucks County Recreation Council
  - Member