
Announcement Number: xxx-xxx-xxxxxxx-xxxxxx

Title: Park Manager (Superintendent)

Grade: GS-13

Position I am applying for: GS-13

- ❖ **Highly successful in facilitating collaboration among complex teams and diverse park and community partners**
- ❖ **Effective leader in park management involving multi-disciplinary teams and programs**
- ❖ **Active participant in field, regional and national level programs focused on advancing National Park Service initiatives**

Work Experience

Acting Superintendent

(Park Name) NHS

April 1, 2018 – Present

GS-0025-13 step 1

40 hours/week

Supervisor: First Name Last Name (xxx-xxx-xxx)

Lead and supervise a small NPS site in City. Effectively collaborate with the staff at the (Park Name) National Park and Jefferson National Park Association. Facilitate and develop park programs involving the National Park Service (NPS), park partners, and park neighbors. Oversee park operations including the park budget, visitor services, facilities, and resource preservation. Actively communicate with community leaders, congressional representatives, and park partners on the park's mission, goals, and long-term vision.

Leadership

- › Distribute leadership philosophy describing my values and set the example of those values for the entire staff
- › With input from the management team, submitted changes for the parks' organizational structure and promoted two Park Guides to Park Rangers
- › Assign, direct, and review work of highly functioning leadership team
- › Met individually with all staff members to gain knowledge about their work here in the park and future NPS aspirations
- › Work closely with the Chief of Interpretation to provide support for future program planning
- › Actively communicate the park's issues and goals with regional and national offices
- › Promote staff development through participation in internal and external developmental opportunities, mentoring programs, and region-wide committees such as, GOAL Academy, Fundamentals and other training
- › Support a culture of health and safety
- › Researched, wrote and edited a briefing statement on behalf of the park for the Secretary of Interior's Office under a tight deadline
- › Counsel employees on EEO issues and work to maintain a safe and fair working environment
- › Work to maintain an inclusive workplace by creating flexible work schedules, taking part in social activities after hours and having open communication with all employees in the park
- › Respond to neighbor requests to remove fallen tree limbs to create a safe environment
- › Conduct weekly management team meetings.

Organizational Awareness

- › Guide staff through discussions concerning SCC projects, budget and staffing, while considering the larger NPS picture
- › Promoted and encouraged staff to participate in the Federal Employee Viewpoint Survey as a catalyst to improve employee engagement
- › Worked with division chiefs to complete the 2018 Assurance Statement

- Assures equal opportunity is extended to all employees and candidates for employment without regard to race, color, religion, sex, national origin, age, or physical conditions
- Oversees the management of park property and assures completion of bi-annual property and vehicle reconciliation reports
- Ensured all supervisors completed CTL and other mandatory training in a timely manner

Partnering

Continue to build on the successful relationships the park has in the St. Louis Metropolitan with the following organizations and groups:

- Jefferson National Parks Association- work closely with association to manage park donations and bookstore operations.
- Approved the updated Scope of Sales and attend board meetings
- Worked closely with the (Park Name) Incident team to provide staff support during the Grand Opening events
- (Park Name) National Park- Attend weekly squad meetings. Working with park leadership on coordinating staff exchanges between the two parks to provide stimulating professional development
- State Historical Society- Attended the meeting where I met and connected with the education director to discuss the new Soldiers Memorial site
- Working in Cooperation with the state Historical Society to assist the organization in obtaining a NEH grant
- Briefed congressional staffers on the tree issue at the site.
- Working with various members of the NPS to create a plan for the removal and replanting of more than 100 damaged trees.
- Worked closely with the United States District Court of (State) to host the Naturalization Ceremony
- Cultivate collaborative relationships with the educational institutions and museums to plan projects and organize and execute special events
- Coordinated with the acting superintendent at (Park Name) National Monument to have one of the park guides assist with development of social media content for the site

Technical Competence

- Oversee a base budget of 1.2 million and 12 FTE. Make sure budget is managed within the authorized levels.
- Credit card statements are reviewed within the appropriate timeframe
- Work closely with the staff to ensure all credit card charges are appropriate and within the law and policy
- Travel ceiling is managed within the authorized levels. Work closely with region to increase the ceiling when needed.
- Work closely with the parks AO to track the site's personal and non-personal services
- Work to regional staff to develop an appropriate response to public inquiries concerning tree damage at the site
- Comply with laws, regulations, policy and guidance in all aspects of park operations
- Responsible for verifying valid credit card purchases using the payment net system
- Worked collaboratively with the outgoing superintendent to submit projects for the Lower Mississippi Delta Initiative
- Ensured all supervisors completed CTL and other mandatory training in a timely manner

Safety

- Directly supervise the safety operations in the park
- ULSG employees are all certified in CPR/AED through the American Red Cross
- Worked closely with the safety officer to inspect work spaces and made sure corrective action was taken

Regional Office**Address, City, State Zip****Program Manager GS-12/4**

40 hours per week,

September, 2014- present

Current supervisor: First Name Last Name (xxx-xxx-xxx)

Midwest Regional Office (Specific Program Name) Program Manager

- › Manage and oversee the Region Student Academy.
- › Selected and serving as a regional representative to the Workforce Ambassadors. The purpose of the program is to develop and execute strategies to enhance employee engagement and serve as liaisons between the field, regional and national leadership.
- › Present training at the request of park superintendents on a variety of topics such as; prohibited personnel practices, unconscious bias, and generational diversity
- › Work with the Associate Regional Director for EEO, Civil Rights, Diversity and Recruitment; I maintain communications between the regional office, parks and colleges/universities.
- › Assist parks in formalizing recruitment plans including advising parks on effective recruitment methods and providing contact list for colleges and universities.
- › Communicate with park superintendents, regional management staff, and partner organizations on the effective recruitment practices for the region.
- › Revised the Regions Student Academy brochure, the recruitment tool used at college and university job fairs
- › Established contacts at diverse serving colleges and universities throughout the Region, with the goal of enabling the NPS to recruit, hire and retain qualified students who reflect the diversity of the Nation in order to have an effective and relevant workforce.
- › Serve as the editor for the bi-annual EEO Regional Newsletter.
- › Facilitate meetings with park superintendents to find host parks for current and future MWRSA participants.
- › Cultivate collaborative relationships with local organizations in order to increase recruitment efforts in the City Metro area, such as Outward Bound, Step-Up City and My Brother's Keeper.
- › Work closely with the Human Resources to establish the best hiring authorities to use for student hiring and to create a frequently asked questions guide for use during recruitment fairs.
- › Review and update the Recruitment and Retention Strategy for the region.
- › Researched case studies for working with youth and diverse groups for region superintendent.
- › Selected the panelist for the Region GOAL applications.
- › Participated in the panel discussion with Superintendent (Name) and member of (Name) Fraternity Inc.
- › Worked closely with (Park) to pilot a workshop for Career Services Professionals
- › Successfully recruited four collateral duty recruiters for the region. The recruiters are strategically spread throughout the region to have a far reaching impact.
- › Attended Cooperating Association Training

(Park Name) National Historic Site**Address, City, State Zip****Acting Superintendent GS-12/2**

40 hours per week,

July, 2016- October, 2016

Supervisor: First Name Last Name (xxx-xxx-xxx)

As the Acting Superintendent at (Park Name) NHS, I worked to foster a positive work environment. I managed the parks budget, visitor services, facilities and resource preservation. Worked closely with the other superintendents of the southern (State) parks for guidance and support.

Leadership

- › Promoted and modeled an inclusive workplace
- › Created a mentorship opportunity for the Administrative Assistant and Chief of Interpretation
- › Provided coaching to members of the leadership team
- › Worked to resolve conflict among team members
- › Led the leadership team through decision-making on several issues, including end-of-year close out. Contracting deadlines and hiring.
- › Worked closely with employee relations to resolve conduct issues
- › Completed the A123 internal controls report
- › Shared budget, facility and museums services for DAAV and HOCU
- › Successfully guided the park through end-of-year closeout
- › Worked closely with the Region Employee Relations Specialist concerning complex employee misconduct issues
- › Issued a 14-day suspension
- › Suggested termination of storage facility lease agreement

Partnering

Worked to build on the good relationships the park had in the (City)/ (City) neighborhood with the following organizations and groups:

- › Friends of (Park Name)- Worked with the staff on Centennial programming
- › (City) Chamber of Commerce-Worked to have a safe living and working environment in the Mt. Auburn neighborhood

(Park Name) National Historic Trail

Address, City, State Zip

Park Ranger/Volunteer Program Manager GS-11/6

40 hours per week, *\$67,646 per year*

April, 2008 – present

Current supervisor: First Name Last Name (xxx-xxx-xxx)

(402) 661-1806 (You may contact.)

Volunteer Management

- Serve as the official volunteer point of contact between the trail partners and the National Park Service and (park name).
- Work closely with partner organizations to determine the best recruitment methods for their individual volunteer programs.
- Evaluate the effectiveness of the overall trail volunteer program and recommends program/policy improvements and adjustments based on findings. Continually seeks innovative, low-cost methods to improve overall program.
- Exercise authority for planning, developing, allocating, and administering the (park name) fiscal year budget for the trail volunteer program. Maintain account records and prepare the budget and other administrative reports. Work directly with the Chief of Education & Interpretation to ensure the proper distribution and use of the funds. Identify other potential funding sources for trail volunteer programs.
- Keep abreast of trends, technologies and methods in VIP program management through training, review of literature, and active participation in volunteer management organizations.
- Initiated the development of the (park name) volunteer identity program.
- Coordinated the use of VIP funds to help support the trail-wide volunteer program and ensure trail projects have a strong volunteer focus.
- Compile raw data and submit year end volunteer reports to the Washington Office to secure volunteer funds.
- Maintained the (park name) volunteer accounts and end year within .01 percent in the black.
- Represent the NPS and the (park name) Historical Trail on trail-wide calls with partner organizations.
- Formed the Circle of Volunteer Managers a group of Volunteer Managers to provide insight field prospective and insights to the (park name) Historical Trail Volunteer Program Manager in planning for

the growth and enhancement of the Trail volunteer programs. I facilitated meetings to introduce group members and to discuss the volunteer needs along the trail, which included recruitment, hiring and retention of a diverse cadre of volunteers.

- Participate in weekly diversity and inclusion exercises in interpretive team meetings.
- Build relationships with Park Name communities to provide volunteer support, brainstorm ideas and organize events such as river clean-ups and education festivals.
- Facilitate meetings with partners along the (park name) on how their organizations can work together on (park resource) themed projects.
- Maintained communication with designers of the Park Name database and Park Name partners to ensure site usability and to answer partner questions.
- Worked with contracting to update and renew agreements with ABC virtual to provide technical support and training to Park Name partners.
- Wrote Park Name Volunteer Incentive Plan and Volunteer toolkit.
- Helped develop Interpretation, Education and Volunteer google site. The site is used by Park Name partners as place for resource finding and sharing.
- Served as a Technical Representative to grant awardees whose funded projects include volunteer and interpretation components; assists grantee with the reporting criteria and reimbursement regulations for funds; tracks project progress and is substantially involved with the planning and execution of project if necessary

Public Relations and Networking

- Established extensive networks with community service organizations, national, tribal, state, county and local Government organizations, private corporations, television and news media, and schools to promote the Trail volunteer program. Develop, as appropriate, agreements and/or memorandums of understanding for mutually benefiting volunteer related projects.
- Collaborated with all program areas of the Trail to develop ventures to encourage trail partners to support the volunteer program. Regularly encourage and facilitate new approaches to develop and implement a wide variety of innovative techniques to expand the trail volunteer program through such partners as the Park Name Trail Heritage Foundation and the (Park Name) Trust.
- Participated in meetings of local/regional and national volunteer organizations in order to share resources and learn new techniques for on-going improvements of the Trail volunteer program.
- Worked collaboratively with team members to facilitate monthly conversations in various topics including volunteer management.
- Worked to build new Trail partnerships with non-traditional partners of the (Park Name) NHT
- Contributed columns to the Trail quarterly newsletter and assist partners with Trail newsletter submissions.
- Worked with Trail Partners to incorporate NPS Call to Action goals, such as *In my Backyard, Ticket to Ride, Next Generation Stewards and Value Added.*

Special

- Selected for a temporary promotion assignment as the Chief of Interpretation.
- Worked closely with film company NXNW to complete the short film, (Park Name) National Historic Trail: Partnerships for the Future.
- Served as one of the lead instructors for Service wide Volunteer in Parks course in Harpers Ferry WV. 2009 and 2010
- Completed training as a Certified Agreements Technical Representative (ATR). Create and manage agreements with partner agencies to enhance the mission of Park Name.
- Worked closely with A-8 small business to create The Partner Networking and Data Collection Portal a secure, free, web-based system accessible to program managers, partner organizations and volunteers. I worked collaboratively with the team by providing the conceptual ideas for the features of the database and worked with the company to create the system. The primary purpose of the database is to provide partner organizations with a forum for communications which also includes entering statistics, networking with trail sites, and resource sharing.

GOAL Leadership Academy November 2013-May 2014

- Fully participated in the GOAL Leadership academy and on my individual work team. The team met for an hour weekly from December through May to put forth an idea to the Washington directorate that we believed would make a difference in the National Park Service (NPS) and met several Call to Action goals (*Step by Step # 2, In My Back Yard #4, Park for People #5, and Next Generation Stewards #7*) our group project put together a national media campaign for Kindergarten through 8th graders (those not addressed by the Sesame Street campaign or the Millennial focus of the current Centennial Campaign), which we called "Ticket for Our Future." As a team we felt it was important for building lifelong relationships and behaviors. Our team (Team Scrub Jay) is dedicated to this project and wants to see it through to fruition. We are now focusing our efforts to members of the Centennial Challenge committee to see where this project can go.

Regional Office of Planning, Compliance and December 2012- May 2013

- Shadowed the Associate Regional Director of Planning, Construction Communications and Legislation. During this detail I assisted the Regions PIO fielding daily calls from the media and update talking points. I served on the project team for the site dedication of the (Park Name) National Monument. I assisted the PIO in Washington by updating the special guest's invitation list. I participated in weekly conference calls and was responsible for notifying key players of all the latest updates. I reviewed the site bulletin and made sure all parties received their shipment once the brochures had been printed.

Park Name National Historic Trail

Detail Opportunity (Acting Chief of Interpretation, Education and Volunteer Services) GS-12/2

Address, City, State, Zip

40 hours per week, 71,102 per year

June, 2013-September, 2013

Current Supervisor: First Name Last Name (xxx-xxx-xxx)

(402) 661-1806 (You may contact.)

Supervision

Directly supervised 2 permanent GS-11 Park Rangers, 2 GS-9 Park Rangers, 1 GS-5 Park Guide and 1 Seasonal GS-3 Park Guide in the interpretation division.

- Managed multiple employee and volunteer relation issues including disciplinary actions.
- Investigated and responded to visitor complaints and inquires that were received at various levels of the organization.
- Tracked goals and provided the superintendent with written narratives for each employee during the performance appraisal period.
- Collaborated with the integrated resource staff and Wilderness Inquiry to provide the underserved youth of Omaha with a canoeing experience

Budget

Was responsible for maintaining several accounts, including the Interpretation, volunteer and donation accounts.

- Met regularly with the superintendent and administrative officer to track the trail's personal and non-personal service accounts.
- Maintained status of funds for both the interpretation and volunteer accounts.
- Certified and corrected the division's timecards. Reconciled credit cards on a monthly basis.

Operations

Managed the daily operations of the (Park Name) Historic Trail Visitor Center which included scheduling assignments, special event requests and maintaining relationships with partners (Region).

- Conducted weekly staff meetings, keeping them abreast of local and trail-wide issues and concerns
- Determined the daily, weekly and monthly staffing needs
- Worked daily with other government agencies and cooperating associations. The Close partnerships include shared responsibilities of operating the visitor center and working with partners to produce events and initiate programs.
- Worked with the region building manager to stay abreast of building issues and concerns.
- Worked closely with RTCA, a representative from UNO and the City of XXX Parks and Recreation to determine locations for signs for the State River Urban Nature Hike.
- Hired a design company to replace interpretive banners and to install plant identification signs for the native grass garden.

(Park Name) NHS,

Address, City, State Zip

Park Ranger, GS-9/7

40 hours per week

May 2004 – April 2008

Supervisor: First Name Last Name (xxx-xxx-xxx)

(Park Name) Historical Park

Address, City, State, Zip

Park Ranger GS-025-09

40 per week

August 1994- May 2004

Supervisor: First Name Last Name (xxx-xxx-xxx)

Interpretive Training

(Park Name)

- Trained volunteers and employees on visitor center operations.
- Interpretation training for park guides about the Interpretive Development program.
- Coordinated a distance learning training with University of State. The training included evaluation and improvement of the videoconferencing equipment and classroom setting, as well as arranging training for park staff and other staff from other parks in the region.

(Park Name) Historical Park

- Coordinated Semi-annual VIP training.
- Participated in peer workshop training sessions.
- Presented effective formal and informal interpretation and customer service training for new and existing volunteers.
- Presented training sessions about 18th century printing and bookbinding to employees and volunteers.
- Presented Standard Operating Procedure training to both park staff and non park service staff of the new Independence Visitor Center.

EDUCATION

Bachelor of Arts in Communications May 1994

University of State at Location - City, State Zip

RELEVANT TRAINING and SKILLS

- *Introduction to Park Program Management, 2007 and 2017*
- *Crucial Conversations January 2011*
- *Agreements for ATRs Training, February 2011*
- *Content Management System Training, March, 2007*
- *Building Skills for Effective Facilitation January 2011*
- *Volunteers In Parks Training for Managers, June, 2010*
- *Planning Park Interpretation, August 2006*
- *Operational Leadership 2012*
- *Curriculum Coordinator/Certifier, Leadership Skills for non-supervisors 2005*
- *Software: Microsoft Word, Excel, PowerPoint, Outlook*
- *Publishing software: Microsoft Publisher, Adobe PhotoShop,*
- *Operating Systems: Microsoft Windows 200, XP, 7*
- *InDesign and Photoshop training 2013*
- *Telling Untold Stories 1997*

BACKGROUND INFORMATION

- *United States citizen*
- *No veteran's preference claimed*
- *I possess a valid driver's license for the state of Nebraska*

References