**Education**

* **Bachelor of Science in Parks, Recreation, and Tourism at the University of Utah**
  + Emphasis in Commercial Recreation Management
  + Expected graduation in December 2017
* **Member of the 2017-2018 URPA Leadership Academy (March 2017 – February 2018)**
  + A year-long program designed to expose students to a diverse set of recreational facilities, experiences, and personnel to expand their networks, increase their knowledge and awareness of recreational facilities and programs, and prepare students for a career of leadership in the Parks and Recreation Industry

**Experience**

* **Cottonwood Heights Recreation Center (7500 S. 2700 E.)**
  + **Aquatic Coordinator (June 2017 – November 2017)**
    - Responsible for ensuring the effective performance of lifeguard functions
    - Hires, trains, supervises, schedules, coordinates, and appraises lifeguard site supervisors and lifeguards
    - Ensures that all required certifications are current and that lifeguards are fully competent in performing water rescue procedures
    - Responsible for directing and administering all Boy Scout Programs
    - Ensure the safety of patrons in and around the pool by scheduling and training lifeguards
    - Works closely with Aquatic Program Coordinator with the coordination of any pool related programs, issues or scheduling directly involved in Aquatic Supervisor’s responsibilities
    - Responsible for informing Aquatic Manager of any pool maintenance and repair needs or issues
    - Assists Aquatic Manager as duties assigned
  + **Shift Manager (September 2016 – June 2017)**
    - Ensure that CHRC’s facility operations are conducted within its policies and procedures and applicable legal requirements
    - Perform facility “walk-throughs” to ensure center security
    - Ensure that CHRC employees are performing their duties in a professional manner
    - Respond to center emergencies
    - Perform all opening and closing functions
    - Ensure the at staffing levels are appropriate and that employees are on time and at their respective work areas
    - Promote excellent public relations and ensure that a professional, positive image of the Center is maintained.
    - Use the Sportsman SQL Program to perform transactions as needed, schedule or change program reservations, check cashier tills for accuracy, issue refunds, and consolidate closed tills at the end of every shift
  + **Site Supervisor (February 2013 – August 2014, May 2015 – Current)**
    - Directly supervise all lifeguards and swim instructors during shifts and in-services
    - Training and Certification of new and current lifeguards to American Red Cross Lifeguarding standards
    - Open and close the pool area at the beginning and end of the day
    - Periodically test lifeguards on skills both in and out of the pool in the form of audits
    - Respond to emergencies elsewhere on Recreation Center Property
    - Work with managers in other non-emergency events
    - Work with EMS and Police Personnel during life-threatening emergencies
  + **Water Safety Instructor (May 2011 – August 2014, May 2015 – Current)**
    - Responsible for instruction of swimmers of all ages through the 9 levels of the American Red Cross swim lesson programs
  + **Water Polo and Swim Team Coach**
    - Coaching children of all elementary ages in swimming and water polo skills
  + **Lifeguard (May 2011 – August 2014, May 2015 – Current)**
    - Directly responsible for safety of all patrons in the pool area
    - Monitor chemical levels in all pools, assuring they stay in the accepted range
    - Enforce rules and policies of the aquatic facility
    - Interact with patrons in a friendly, professional manner
* **Cyprus Credit Union – Union Park Branch (7160 S Union Park Avenue)**
  + **Financial Service Representative I (August 2014 – May 2015)**
    - Tellering duties including financial transactions within and between member accounts, and an introduction into loan processing and management

**Skills**

* Active knowledge in the use of the Sportsman SQL program and other office utilities such as Microsoft Office programs.
* Certified Lifeguard Instructor (LGI) (February 6, 2016 – Current)
* Certified Lifeguard Training (LGT) and Water Safety Instructor (WSI) (2011 – Current)
* Able to work in a stressful atmosphere while supervising facility operations and employees
* Strong Leadership, Organization, Problem Solving, Communication and Human Relations

April 15, 2017

To Whom It May Concern:

I am writing this letter of recommendation on behalf of Hunter O’Neal. I have had the opportunity of working with Hunter the last 5 years. He has worked for me as a lifeguard, swim instructor, water polo coach, specialty class instructor and a site supervisor. In addition to these duties he is a shift manager at the facility and has also assisted with various special events the facility has put on.

Hunter is wise beyond his years. He is always looking for ways to improve his skills and take on more responsibility. He looks for ways to help others and to get involved at all levels. His willingness to learn is contagious and he has helped others want to learn more. He has terrific leadership qualities and is not afraid to lead a group and knows when to hang back and be part of the team and let others lead. He recently was selected to be a part of the URPA Leadership Academy and is wrapping up his Bachelor Degree in Parks, Recreation and Tourism from the University of Utah.

I would highly recommend Hunter for the position in Aquatics. He has a wide variety of experience in aquatics and would be a great asset to your facility. questions, please don’t hesitate to contact me at the Recreation Center.

Sincerely,

Lyse’ Durrant  
Aquatic Manager  
 Cottonwood Heights Parks and Recreation 801.943.3190 x.116 [lysed@cottonwoodheights.com](mailto:lysed@cottonwoodheights.com)

Human Resources

Salt Lake County

4/27/2017

**Application for Aquatic Program Coordinator**

Dear Salt Lake County Human Resources,

As a Shift Manager with the Cottonwood Heights Recreation Center and currently pursuing a Bachelor’s Degree in Parks, Recreation, and Tourism with an emphasis in Commercial Recreation Management at the University of Utah, I am extremely interested in applying for the position of Aquatic Program Coordinator.

I have worked for CHRC since 2011, nearly 4 years of which I have spent as a Site Supervisor, and over a year of which I have spent as a Shift Manager. I am certified in American Red Cross Lifeguard Instructor (LGI), Lifeguard Training (LGT), CPR for the Professional Rescuer, First Aid, and Water Safety Instructor (WSI). Additionally, I have an active knowledge on various recreation center policies, procedures, and the Sportsman SQL Program, experience in facility and employee supervision and training, as well as experience in planning and instructing various programs such as swim lessons, swim team, water polo, and Boy Scout merit badge courses.

My current position as Shift Manager heavily involves teamwork, customer service, professionalism, responsibility, and organization in an office setting. As a Shift Manager, I interact with patrons on a daily basis, providing them with excellent customer service and innovative solutions to any issues they may have, while treating them each with professionalism and respect. In addition to customer service, I am given the responsibility of supervising employees across multiple departments. I ensure that the Customer Service Representative tills are accurate at the end of a shift using the Sportsman SQL system and ensure the contents of the facility’s safe including money, keys, and other valuable items are completely accounted for. I remain organized throughout the day with all paperwork, receipts, and memos, ensuring I make as few mistakes as possible, while holding myself accountable for any that I may make.

I have finished coursework towards my bachelor’s degree in Parks, Recreation, and Tourism, with an expected graduation date of December 2017, pending completion of a 480-hour internship, which can be fulfilled with a full time position in the field. I have gained experience with event programming, management, and financial management in Parks, Recreation, and Tourism through my courses of study. In addition, I know that the professionalism, customer service, human relations and organizational skills that I have acquired, developed and implemented during my employment at Cottonwood Heights will make me an ideal candidate for the position.

I would like to thank you for your time, and I look forward to hearing from you in response to my application.

Sincerely,

Hunter O’Neal