

Michael Lushniak

OBJECTIVE:

To improve quality of life for the community through fiscal responsibility, efficient facility management and upkeep, effective use of human resources, and the highest quality recreation programs and opportunities.

EDUCATION:

Bachelor of Science in Recreation Administration
Recreation Management Sequence
Illinois State University
Normal, IL 61761

WORK EXPERIENCE:

Park District of Oak Park, Aquatic & Rink Manger

February 2013 - Present

- Retain responsibility for all duties and tasks held as the Aquatic and Rink Asst. Manager. (listed below)
- Focus on marketing aquatic and rink programs outside of regular advertising streams such as neighboring community partnerships, ValPack, and social media.
- Manage all facility functions including programs, special events, tournaments, swim meets, clinics, and private facility rentals.
- Oversee cashiers and concession staff; developing cash handling and operating procedures in both areas.
- Take part in community meetings, construction meetings, and planning meetings for a \$22.3 million dollar aquatic and rink facility capital project renovation.
- Collect customer and program participant feedback and increase satisfaction through face to face communication and survey result analysis.
- Develop content for Park District website including design and population of programs and facilities pages.
- Expand ice and aquatic program offerings through analysis of current trends, patron feedback, and focus groups.
- Lead the Park District of Oak Park Customer Service Committee to develop agency wide customer service standards and ensure exceptional customer service in all areas.
- Oversee a full time Program Supervisor, three year round part time program coordinators, and over 250 part time staff.

Park District of Oak Park, Aquatic & Rink Programs & Operations Asst. Manager

Sept. 2010 – Feb. 2013

- Retain responsibility for all duties and tasks held as the Aquatic and Rink Program Supervisor (listed below)
- Supervise all aspects of part time operations staff employment expanded to include Pool Assistant Managers, Facility Operations Coordinators, Facility Attendants, Skate Shop Employees, Skate Guards, Security Guards, Pool Attendants, and Party Supervisors.
- Manage daily operations of core services of year round ice rink and two outdoor aquatic facilities including pre-registration programs, drop-in programs, and public facility use.
- Create clear lines of communication with all customers to convey expectations regarding facility usage and operation policies.
- Develop and implement procedures, systems, and standards to support all aquatic and rink facility operations.
- Coordinate and oversee indoor artificial turf arena usage and scheduling including programming, affiliate groups, and private rentals.
- Assist in seasonal facility transitions between pools and rink including ice painting and ice facility transition.
- Train and supervise staff in general facility operation as well as specialty areas including skate shop, rink refrigeration equipment, pool filter rooms, and concessions stands.

Park District of Oak Park, Aquatic and Rink Program Supervisor

May 2008 - 2010

- Recruit, hire, train, schedule, supervise and evaluate part time seasonal and year round staff including swimming/skating instructors, hockey coaches, lifeguards, and program specific coordinators.
- Supervise daily operations of two pools, one ice rink, and one general recreation room.
- Develop, plan, implement, staff, schedule and evaluate all aquatic and rink programs including swim lessons, figure skating lessons, aquatic and rink special events, beginner and competitive travel youth hockey and adult hockey leagues.
- Market and advertise all programs through the preparation of seasonal brochures, posters, flyers, internet marketing, e-mails and other media including local newspapers. Ensure customer satisfaction in all programs.
- Develop, track, monitor, and report on program budgets including revenue generated, equipment expenses, and staff payroll expenses.
- Manage risk through completion of accident reports, developing safety checklists, monitoring condition of first aid supplies, reporting and repairing hazards, and holding applicable certifications.
- Communicate with patrons, employees, coworkers, and supervisors constantly to provide the best possible recreational and professional atmosphere for staff as well as customers.
- Work with Western Suburban Special Recreation Association to provide inclusion for program participants with special needs.
- Serve as a member of the Park District Safety Committee, Park District 100th Anniversary Celebration Committee, the Frank Lloyd Wright 5K/10K Running Race Committee as Volunteer Chair, and a member of the First Aid/CPR task force.

Morton Grove Park District, Senior Intern

January 2008-May 2008

- Organized and supervised special events such as Daddy Daughter Dance, Teen Night and 5K run.
- Programmed and ran activities for “no school day” youth events.
- Increased facility management and operation skills in areas of fitness and aquatics.
- Worked with the parks department on various jobs and projects.
- Assisted athletic supervisor in planning of adult and youth sport leagues, camps and classes.
- Increased skills in creating and following budgets, ordering supplies, program registration and customer service.
- Created, developed and executed a week long in-line roller hockey camp including marketing, hiring staff, developing activity plans and arranging venues.

RELATED EXPERIENCE

Illinois State University Roller Hockey Club

2005-2008

- **Club President** (2007-2008 season)
 - Created and managed team budget and funds.
 - Marketed club and increased number of players through e-mails, flyers and website.
 - Coordinated travel to away tournaments including van rental and hotel reservation.
 - Acted as team representative for all school and league meetings.
 - Ordered team equipment including pucks, jerseys, pants, jackets and t-shirts.
 - Organized and ran an intercollegiate roller hockey tournament, including recruitment of teams, arrangement of schedule and venue, and development of brackets and tie breakers.

CERTIFICATIONS, MEMBERSHIPS, AND ACCOMPLISHMENTS

- National Recreation and Parks Association – Certified Parks and Recreation Professional (valid through 11/2014)
- Illinois Parks and Recreation Association – Leadership Academy graduate (3/2014)
- Jeff Ellis and Associates – Certified International Lifeguard Training Program Instructor (valid through 12/2015)
- American Heart Association – First Aid & CPR/AED Instructor (valid through 4/2015)

REFERENCES

References are available upon request