

## Kyle L. Kent

I am a seasoned professional with extensive experience in all aspects of leading a multi-million-dollar public service agency, ensuring growth and accountability for over 30 years. It would be a privilege to continue doing so.

### PROFESSIONAL EXPERIENCE

#### Orange County Parks and Recreation Division

##### Assistant Manager

2008-present

- Assist in the administrative management for the division, including fiscal, technology, personnel, recreational services, risk management, policy, park utilization, CIP, and master planning.
- Direct the daily operations and services of 300 full time employees at 113 parks, and 42 miles of multi-use pedestrian trails.
- Develop and monitor the operating budget of \$50M to provide resources for the continuation of outstanding services by county staff.
- Coordinate recreation and park services to insure equity and inclusion for the citizens of Orange County and 13 million visitors annually.
- Provide strategic recommendations and operational plan elements to Division Manager.
- Serve as Division Manager in his absence and assigned representation to Advisory Board, Senior Staff, BCC, and elected officials.
- Personal initiatives for the Division include - : justifying wage increases and reclasses for professional and trades; developing all operational and recreation services for County's new Magic gymnasiums; recommendations to BCC and policy creation to address DCF mandates; instituted Supervisory Dimensions to standardize performance; secured grants and developed County's adaptive recreation programs including quadriplegic rugby and wheelchair basketball; created Adopt A Park program for community support; initiated Techreation programming to present staff talent and recreation services through social media; served as witness for numerous law suits and union arbitration proceedings; design measures to address eight Comptroller audits; prepared furlough and succession plans for pandemics.
- Team accomplishments of my ten direct-report Program Managers include - : Reallocation of properties and staffing in response to COVID pandemic and continuous operation of facilities for community relief; first departmental implementation of Kronos time and accounting; RFP and award for 4 year implementation of RecTrac revenue and registration system; RFP and management of merchant services for customer credit cards via web and desk registration; management and shared access to insurance certificates through "Monday" online portal; publish online reformat of Division Operational Guidelines; implemented Operational Bulletins to reach all staff with important procedural changes; supervised 30% of all Alternative Community Service placement in the County; created day-long New Employee Orientation program for Division onboarding; implemented Document Management; developed processes and technology tools to insure HIPAA compliance; hosted special events at Moss, Ft. Christmas, and Cypress Grove for 30,000 attendees daily; formulated Field Allocation processes to administer public and private access to County's 19 athletic facilities; secure and oversee contracts and concessions at all park properties; recruit and certify 150 part time employees annually; facilitate online safety training portal for Parks and Environmental Protection Division; operational guidance of all capital project construction and development; training of 300 FTE employees including revenue and life safety.

##### Program Manager

2005-2008

- Responsible for eight direct report supervisors at nine park sites including camping, athletic, aquatic, equestrian, senior citizen and youth programming services.
- \$1.5M operating budget with \$1M in CIP

- 53 full time, 50+ part time staff
- Additional accomplishments include: system administrator for Division's registration/reservation/revenue collection software RecWare; implemented bank/credit card revenue collection; initiated phone reservations for camping; developed self-led orienteering program; led programming staff through Developmentally Appropriate Practices for youth; worked with Legal to draw up agreements for litigation protection from ASCAP/BMI; developed policies to align with adoption of Public Assembly Ordinance; implemented Campground Host policy to insure afterhours care for patrons; achieved Prescribed Burn certification; created FEMA reporting protocols and reporting tools for the Division; improved bacterial testing at swimming areas and developed procedures for protecting public from alligators and other aquatic emergencies; architect of Board adopted 2008 Fee and Charges schedule.

Site Supervisor II                      Downey Park and Ballfield Complex                      1999-2005

Resolved aquatic issues following a near drowning prior to my supervision; managed first legal agreement and partnership with the largest little league in Central Florida; developed staff performance and repaired Alternative Community Service Program following harassment claims; developed Downey Park as an activity/program based park for East Orange County, from zero to ten thousand program participants; trained and managed twenty professional and seasonal staff annually; recruited and trained lifeguards; directed staff development of youth athletic and special event programs including Division's largest youth camps based around the 40 Developmental Assets; completely reconstructed five baseball diamonds; developed partnerships with local media, chamber of commerce, schools, and non-profits to enhance parks services; oversaw \$2M in CIP ballfield lighting projects and operated first Splash Playground for the Division; served as witness for LIUNA arbitration proceedings.

Site Supervisor II                      Little Econ Greenway/Blanchard Park/Downey Park                      1997 – 1999

Led Blanchard Park development addition of four miles of recreation trail and 400 acres of property; drafted legal agreements for equestrian use, off-road bike path development, on-site vendor agreements, and developed YMCA lease with attorney Linda Weinberg; managed St. John's River cleanups with EPD; worked with District 3 and 5 Commissioners to present the County position at three public meetings regarding controversial YMCA agreement for private partnership capital; coordinated with Planning section the design and construction CIP for Little Econ Greenway (LEG) ; developed interpretive literature, media presentations, planned and hosted the grand opening of the LEG in November 1998 and created Standard Operating Procedures for management; tasked with supervising multiple park sites and colleague supervisors to resolve issues of sexual harassment and EEO complaints which had received media and administrative attention at Downey Park and Orlo Vista Park.

Site Supervisor                      Marks Street Senior Recreation Complex / Orlo Vista Park                      1994-1997

Led programming development at County's senior center in historic 1926 school building. Developed senior adult travel programs and camping trips. Managed tenant operations of Retired Senior Volunteer Program and full-service kitchen lease to corporate offices of SeniorsFirst. Supervised volunteers to provide services and achieved recognition for them from JC Penny Golden Rule awards. Established County's first senior technology learning center with staff of retiree's and grant funding from Bell South.

Orange County Regional History Center	Museum Services Coordinator	1989-1994
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Developed and implemented curatorial, presentation, and financial plans related to Fire Museum. Managed volunteer program and 6,500 hours of services. Secured material contributions of \$9,700. Wrote and produced six educational programs and exhibits, "La Florida, Our Hispanic Heritage" and oral histories for 50<sup>th</sup> Anniversary of World War II. Developed annual "Firefest" event in Loch Haven Park, drawing attendance from fire departments throughout the South East. Secured donations of three historic fire engines from the 1920's and directed restoration of 1911 steam fire engine.

Orange County Building Department	Plans Review Technician	1988-1989
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Coordinated the review of commercial building plans by researching prior inspections, blueprint, and permit documents. Developed and implemented more efficient permit process through document reduction and simultaneous review.

Purolator Courier Service	Dispatcher	1985-1987
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Directed 30 couriers for AM and PM on-time and by demand delivery and pick-up services within seven counties. Managed office staff responsible for data input, customer service, and package sorting.

U.S. Postal Service	Postman	1984-1987
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Responsible for casing and delivery of three rural routes in East Orange County.

#### INTERESTS AND AFFILIATIONS

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- Certified Parks and Recreation Professional
- Florida and National Park and Recreation Association
- Director, Mission Interact Inc., 2008-2020
- Board of Directors, Mission Interact Inc.
- River Run Church
- Florida Artist Blacksmith Association
- Licensed CDL Bus Driver
- Internet Oath staffer for Supervisor of Elections

#### EDUCATION

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Bachelor of Arts	University of Central Florida	1988
	Major in Humanities and Minor in Applied Performance	

FRPA Leadership and Management Institute, 2001

Orange County Leadership Institute Class of 2008

#### REFERENCES

Available on Request