

WHITEWATER TOWNSHIP BOARD
Agenda for Special Meeting on December 2, 2021, at 9:00 a.m.
Whitewater Township Hall
5777 Vinton Road, Williamsburg, MI 49690

Zoom access has been implemented for the public through 12/31/2021.

Topic: Board Meeting

Time: Dec 2, 2021 09:00 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us06web.zoom.us/j/88525501458?pwd=MXJveIVWRldzL2J2ZU1CRi82b1JpUT09>

Meeting ID: 885 2550 1458

Passcode: 393514

One tap mobile

+13126266799,,88525501458#,,,,*393514# US (Chicago)

Dial by your location

+1 312 626 6799 US (Chicago)

Meeting ID: 885 2550 1458

Passcode: 393514

Find your local number: <https://us06web.zoom.us/u/kbdQdC3Pg>

Contact Information for Board Members:

Supervisor Ron Popp – 231-267-5141 x23 supervisor@whitewatertownship.org

Clerk Cheryl Goss – 231-267-5141 x24 clerk@whitewatertownship.org

Treasurer Ardella Benak – 231-267-5141 x22 treasurer@whitewatertownship.org

Trustee (Vacant)

Trustee Heidi Vollmuth - 231-633-9468 heidivyourtrustee@gmail.com

Whitewater Township will provide necessary reasonable auxiliary aids and services to individuals with disabilities who are planning to attend. Anyone needing these services should contact the township clerk at 231-267-5141 x24.

A. Call to Order

B. Roll Call of Board Members

C. Set/Adjust Meeting Agenda

D. Declaration of Conflict of Interest

E. Public Comment

Any person shall be permitted to address a meeting of the township board. Public comment shall be carried out in accordance with the following board rules and procedures:

1. Comments shall be directed to the board, with questions directed to the chair.
2. Any person wishing to address the board shall speak from the lectern.
3. Persons may address the board on matters that are relevant to township government issues.

4. No person shall be allowed to speak more than once on the same matter, excluding the time needed to answer board members' questions. The chair shall control the amount of time each person shall be allowed to speak, which shall not exceed five (5) minutes.
5. In order to avoid unscheduled debates, the board generally will not comment or respond to presenters. Silence or non-response from the board should not be interpreted as disinterest or disagreement by the board.

F. Agenda Items as Listed in Special Meeting Notice

1. Review Letters/Resumes for Township Trustee Position
2. Appoint Industry Consultant to Marihuana Committee

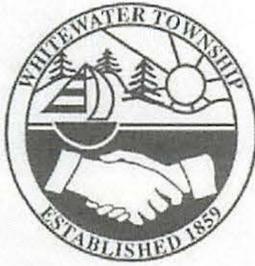
G. Board Comments/Discussion

H. Public Comment

I. Adjournment

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RECEIVED
11-25-21
C



WHITEWATER TOWNSHIP

5777 Vinton Road • P.O. Box 159 • Williamsburg, MI 49690 (231)
267-5141 • FAX (231) 267-9020

APPLICATION FOR APPOINTMENT

Date of Application: 11-21-21
20:14

Name: Keaton Alfred S
Last First Middle Initial

Address: 5296 Scofield Trl. City: Williamsburg Zip: 49690

Telephone: (Home) _____ same _____ (Cell) 906-298-0131

E-Mail Address: kakeaton@charter.net

What Committees and/or Boards are you interested in?

(Select as many as you like)

Board of Review: _____ Park & Recreation Advisory Committee: _____ Planning

Commission: X Zoning Board of Appeals: X : full the vacated

"Trustee position" X

Are you a Whitewater Township Resident? Yes X No _____

Are you a Land Owner in Whitewater Township? Yes X No _____

Are you a Qualified Elector of the Township? Yes X No _____

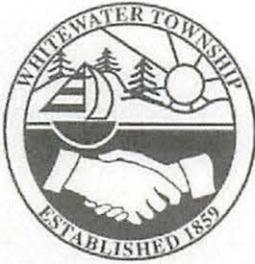
As defined by the 1963 Michigan Constitution, as amended by the 26th Amendment of the U.S. Constitution

Please describe your interest in the selected committee/board and how you feel your expertise and contribution would benefit the group:

For your convenience, I re-scanned a copy of the original "letter of intent" to serve and a resume. The originals were hand delivered to the TWP office and 11/21/21 @ 16:21 an e-mail copy was sent.

107

Form Approved 03/14/2017



WHITEWATER TOWNSHIP

5777 Vinton Road • P.O. Box 159 • Williamsburg, MI 49690 (231)
267-5141 • FAX (231) 267-9020

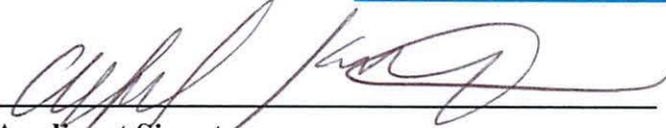
Please provide any other information you wish to share.

- (1) COPY OF ORIGINAL "LETTER OF INTENT TO SERVE"
- (2) REQUESTED RESUME
- (3) ITEMS WERE PREVIOUSLY E-MAILED TO THE TWP 11, 21, 21 @ 16:21

Complete, sign, and return this application to:

Whitewater Township Supervisor
P.O. Box 159, 5777 Vinton Road,
Williamsburg MI 49690,
Fax 231-267-9020

[Email: supervisor@whitewatertownship.org](mailto:supervisor@whitewatertownship.org)



Applicant Signature

11-22-21
Date 20:11

Dear Whitewater Township Supervisor Ron Popp and Whitewater Township Board,

My name is Alfred Keaton of 5296 Scofield Trail. Recently the Trustee position was vacated leaving a void within the Whitewater Township Board. Functionality of our local government necessitates the board continue with its full membership requiring an appointment of the vacated "Trustee" position. I'm volunteering for that position. I consider myself totally qualified to serve by filling the vacancy as an appointee. It is my intention to run for this position in the next election becoming a duly elected official.

Having been born and raised in Williamsburg, graduating from Elk Rapids High School in 1969 I have lifelong ties to Whitewater Township and the surrounding area. I understand that government functions best when it serves the people wishes who have elected them. I also attached a resume to review. Thank you for your time and consideration,

Sincerely,



11, 21, 21

Alfred Keaton
5296 Scofield Trl.
Williamsburg
906-298-0131
akeaton@charter.net



ALFRED KEATON

5296 SCOFIELD TRAIL, WILLIAMSBURG, MICHIGAN 49690
PHONE 906-298-0131 • E-MAIL • KAKEATON@CHARTER.NET

OBJECTIVE

WHITEWATER TWP BOARD/TRUSTEE POSITION

EDUCATION

1975-1977	University of Texas @ Austin, Austin, Texas Petroleum Engineer, (correspondence)
1969	Cherryland High School, Elk Rapids, Michigan

WORK EXPERIENCE

January 2016 to Present, Keaton Consulting Inc

Develop workover, completion, and drilling programs and either oversee progress onsite or supervise consultants daily operations reporting back to Corporate office.

*April, 2004 to July, 2016 Whiting Petroleum Corp.
Michigan Operations Manager.*

Managed Whiting Petroleum's Michigan operations reporting to the Denver corporate office. Duties include, managing our four oil and gas processing facilities, overseeing daily operations of oil and gas wells ranging in depth from 1100' to 14,000' (TVD). Deep water well control certified (Murchison Drilling Control).

Develop procedures, supervise operations, and oversee onsite consultants. Troubleshooting if any problems would arise. Remain in contact with partners working as a team member in the joint operation ventures. Manage the various groups of contractors operations our properties.

March 28th, 2002 to April 15th, 2004.

*Florida Department of Environmental Protection.
Geological Survey, Oil and Gas Section, Engineer*

- Review and approve drilling projects on and offshore Florida and offshore Alabama. Oversee daily oil and gas operations from Tallahassee along with supervising the field offices at Jay and Fort Myers.

June, 1990 to March, 2002.

Keaton Consulting Inc.

- Consulting for major and independent oil and gas producers assisting them in all phases of operations; design, execution of drilling and completion projects. Tasks include staking the wellsite, bidding rigs, well design, preparing drilling and completion procedures along with onsite supervision. Majority of my career has been in the Michigan Basin but, have experience in several other States as well. Many of my projects were wildcat operation such as the Wisconsin rift exploratory well that I did for Amoco/Terra the Patrick 7-22.

While working in Canada, I designed and supervised the first horizontal wells drilled in Ontario followed by numerous oil, gas, and gas storage wells many of which; were drilled with natural gas. Have extensive background in horizontal well design, drilling, completions, and working with mud weights of 18 to 22 ppg on many occasions.

June, 1978 to June, 1990

Sun Exploration and production (Oryx Energy)

- While at Sun Exploration and Production my position was Senior Drilling/Completion foreman, Northern District. Duties included onsite supervision of drilling, completions and workovers. Our group was in charge of Sun's Exploration Departments drilling and completions within the Northern Dist. along with, workovers, abandonment, infield development, and construction of leases and roads. Enjoyed working with local, state, and federal agencies maintaining an excellent working relationships.

June, 1977 to June, 1978

Baker Hughes Oil Tools

- Michigan area manager; duties included sales and services directly related to drilling application such as liner hangers, stab-in equipment, float equipment, etc.

June, 1977 to June, 1971

Dowell division of Dow Chemical

- Service Sales Engineer; duties included direct supervision of all types of cementing operations, fracturing, and acid treatments.

June, 1971 to June, 1970 Chatman Drilling co

Roughneck.

REFERENCES

- Mr. Don Sparling Northern Dist. drilling superintendent at Sun Oil/Oryx Michigan Operation.
- Mr Bob Simpson, Operations Manager, Enbridge Consumer Gas Storage, Mooretown, Ontario, Canada 519-862-6016
- Mr. Kerry Baker, Baker Oil Tools 231-384-5427
- Mr. Ed Garrett Florida Geological Survey, Environmental Administrator. 850-245-3123
- Mr. John Keatley, Owner, Midstates Oil Tools. 989-773-4114

ACCREDITATIONS AND LICENSES

Correspondence degree from University of Texas at Austin in petroleum Engineering

Annual Blowout Prevention Training.

Annual Hydrogen Sulfide Training.

Licensed wellsite inspector Ministry Natural Resources, Ontario.

First Aid Training.

Surface and Subsea Well Control Certified.

Hydrogen Sulfide Safety Training.

Hazards Waste Response Command Training (Hazwoper 24 hour).

KNOWLEDGE, SKILLS, ABILITIES.

My 47 years' experience in the Oil and Gas Industry have taken me from working on a rig at the age of 20, to designing, executing horizontal wells, project development to operations manager. I have never lost a well due to improper design, equipment failure or any other reasons, nor ever environmental issues at a well site. Maintaining good working relationship with local, state and federal regulatory agencies and land owners has always been a priority.

Skills:

My experience is extensive, from the deeper wells, medium depth, and shallow in all aspects relating to the oil and gas industry.

Abilities:

Having earned the respect of my peers for my skills, abilities and knowledge in the oil and gas industry and would appreciate the opportunity to work in your origination should a position become available.

Thank you,



Al Keaton

906-298-0131 (cell)

kakeaton@charter.net

TO; Ron Popp, Supervisor Whitewater Township

RECEIVED
11-27-21
6

SUBJECT: Trustee Vacancy

Dear Ron:

Attached is a brief description of my background and qualifications regarding the open trustee position.

My wife and I have been residents of Whitewater Township for twelve years. I am a retired chemical engineer with an MBA from the University of Chicago, Following retirement I purchased and ran an appliance repair business based in Williamsburg for ten years servicing a 35 mile radius around Traverse City Prior to moving here I had been privileged to work for major companies primarily in the heavy metals sector but with working knowledge and success in every major industrial classification. As an engineer my strength is in the ability to solve problems and not symptoms. As such I had a worldwide reputation for being a go to person for extremely complex issues. Functioning in high stress situations starting regionally followed by nationally and eventually internationally requires one to be able to cogently express oneself in a nonthreatening manner particularly when dealing with foreign languages and cultures. I have personally visited 18 foreign countries and speak minimal amounts of several foreign languages. I have found that the smallest attempt to relate to people by saying even hello in their language will result in their making every effort to speak English, Cultural sensitivity is a key to success. I still receive requests for technical presentations which I decline. People skills are necessary in whomever is chosen to fill this position. I have also been the sole inventor for patents issued in three foreign countries and the USA. I have presented over 35 technical papers with approximately 16 given in countries ranging from Japan to India and areas in between.

In regard to the trustee position the word trustee is most certainly based on the word trust. We citizens need to know our elected officials withhold personal agendas and strive to do what is best for the community and its residents. To me this means if the majority of residents decide in a direction with which I disagree I will work to implement that in a way best for the township. I would welcome the opportunity to have further discussion with any board member regarding any aspect of my ability to fill this position

Norman D. Bell
6659 Cook Road
Williamsburg, MI
231-944-6180

Signature: Norman D Bell Date: 11/26/21

Witness: Rosemary M Bell Date: 11/26/21

Whitewater Township

RECEIVED
12-1-21
CG

I would like to apply for the open position of Township Trustee.

My familiarity with the area dates back from before I was born. My grandmother was the first non-indian girl born in Kankaska county in 1862, and I have many distant relatives that have lived in this area since then. My parents came up to visit relatives in 1936 to pick cherries during their vacations, and to visit relatives. While they were here they purchased an option to purchase the property where my wife and I live, at the end of Cook Rd. on Elk Lake. They completed the sale and after I was born, I was a "fudgie" until my father had his first heart attack and then I lived here summers and week ends, maintaining the rentals that they had built over the years. Before my father died, we sponsored a little league team for Williamsburg. The second year of our marriage, my wife and I purchased the property from my mother and my aunt (both widowed and not able to keep the property).

We raised three children in the log house at 7791 Cook Rd. and have maintained the property as our primary residence since then. My career lead to other parts of the country from time to time, but we came home as often as we could and built our current house in 1982,

During my career, I exhibited skill in all the items on your checklist. As Research and Planning Administrator, I developed plans and managed projects to build warehouses and offices in 9 locations across the county. I also designed and built a computer network that connected those American facilities with one another and with the Honda Motor Co. in Japan. I was also chosen to plan the creation of a new division at American Honda – the Acura Division that a semi-luxury car introduced into the American market.

During my time at the United Nations, I was First Officer of Planning Systems development. I was leader of a team to create disaster recovery and business continuity plans after 9/11. This involved wide ranging facilities, computer installations, duplicate records, etc. in 6 locations around the world.

My aptitude and personality testing has confirmed that I am analytical, make long-term relationships, continue to learn throughout my life, and a high achiever.

I have consulted to over 1000 businesses, and a few government agencies in my career and I have proved to be an able, analytical, beneficial guide to improving their operations, having saved a few auto dealerships from bankruptcy, assisted law enforcement agencies, saved franchises.

As a long-term resident, I have followed the Township functions for many years. I have attended many meetings to hear first-hand what was going on. I have commented on various subjects after hearing the direction of the meeting, and feeling that I had some thoughtful input to the proceedings. We have voted in every election or ballot issue in the township since we old enough to vote.

I believe that I have the skills and interest to serve the township well as a trustee. I look forward to the opportunity to discuss my value to our local government, at your convenience.

Thank you for considering my application.

Best Regards,

Wally Weir



Wallace Weir

231-645-4438(cell) wally@torchlake.com

7792 Cook Rd, Williamsburg, MI 49690 231-267-5744

A highly skilled automotive professional with success as a consultant and practitioner. He worked his way from parts counter-person in a dealership to National Parts Manager, and then served in various planning and systems implementation positions in Industry and the UN. Wally has worked in the manufacturing, distribution and dealership levels of the Automotive Industry, as well as consulting to all the major Auto companies doing business the US. Wally's "strengths" as determined by Gallup Talent Plus evaluations are "achiever", "analyst", "relater", "learner" and "winning others over", all of which have helped in his successful career.

Employment History (References on request)

Dealer-FX, Toronto, Ontario Sr. Manager, Product Training and Development

During a 7-year consulting contract I collaborated in developing a tablet-based service lane write-up tool that is now in use by about 3000 car dealers in the US, Canada, and other nations. Provide training for field consultants to help dealerships improve their operations. Coach and Mentor many employees of a rapidly growing organization. I consulted in about 100 dealerships.

Performance Development Associates, Williamsburg MI Managing Partner/Consultant/Writer/Trainer

As an independent, direct-to-dealer consultant, I have done in-dealership consulting for over 500 GM, Ford, Chrysler, Honda/Acura, Toyota, Mazda, Subaru, VW, Audi, Porsche and Nissan dealers.

I have done corporate work for Hyundai, Mercedes Benz, Subaru of Canada, Nissan/Infiniti, Mazda, BMW, and Chrysler. I have done process development work for dealership operations, either making recommendations for change in the manufacturers' processes supporting dealers, training field reps in helping their dealers improve themselves, teaching company personnel to analyze dealer operations, or "train the trainer" to allow them to teach CSI improvement, customer handling and dealership productivity topics, or serving as a dealership consultant to effect change and improve specific areas of profit improvement, warranty administration, fixed operations, parts sales improvement, CSI, consultative "selling", etc. I have also been an active volunteer (and part-time employee) of Automotive Youth Education Systems

United Nations, New York, NY First Officer, Planning and Systems Development

Provide organization with long-term planning and systems development support. Design and implement a HR record management system, Fleet Maintenance support system for Peacekeeping vehicles, and a Disaster Recovery/Business Continuity plan following 9/11.

Bill Marsh Chrysler Traverse City, MI Service Manager

Short term (12 month) position to help a previous employer. The store was in danger of losing their Five Star certification and the warranty audit team arrived 3 days after I went to work. I saved Gold Star by improving fixed first-time number from 39% to 70% in 3 months, and successfully gained a reprieve on the warranty audit. I also developed operating processes that improved customer satisfaction and loyalty, resulting in increased repeat sales.

Deiss and Associates Inc. Saint Helena, CA Consultant, Client Manager, Trainer

As DAI grew from 17 employees to over 75 consultants, I served as a consultant and account/client manager to Honda/Acura, General Motors, Mitsubishi, Mercedes Benz Asian Group, Toro, the United Nations and others. I consulted in over 400 dealerships in this role.

American Honda Motor Co. Gardena/Torrance, CA District Service Manager, Assistant National Service Manager, Customer Relations Manager, Zone Service Manager

In helping to start the new Acura Division, I spent my first year and a half developing programs and processes that helped the dealers sell a relatively unknown brand to upscale buyers. I researched customer purchase psychology and developed consultative selling training to assist dealers make the transition from taking orders to helping customers purchase the right car for their needs. During my tenure in National Field Service and as Customer Relations Manager, we were awarded the J.D. POWER CSI #1 award for 4 consecutive years.

Date: 12-1-2021

To: Ron Popp, Cheryl Goss

ENTERED
12-1-21
CG

From: Linda Slopsema

Subject: Vacant Township Trustee Position

I am a resident of Whitewater Township and a registered voter in the township. Attached is my resume noting my work experience and familiarity with township operations.

I would like to be considered for the vacant trustee position.

I believe you are both familiar with my interest in township activity and my willingness seek out objective information when making decisions. I am detail oriented, hardworking, and willing to research and learn new things.

Thank you for your consideration.

Sincerely,

Linda Slopsema

Linda M. Slopsema
9693 Miami Beach Rd
Williamsburg, MI 49690

12-1-2021

Linda Slopsema

(517) 614-4887 lindaslopsema@gmail.com

SUMMARY

Engineer with experience in the areas of project management, product design and development, performance requirements, problem solving, quality, and customer satisfaction. Facilitation skills to lead teams through improving the efficiency and effectiveness of business processes to increase profits through reduced cost.

- Leadership
- Strategic Planning
- Process Improvement
- Quality Focus

PROFESSIONAL EXPERIENCE

NORTHWESTERN MICHIGAN COLLEGE 2016 – 2020
Training Specialist: Lean Process Improvement and Industrial Skills

EATON CORPORATION (Aerospace) 2009 – 2015
Various Management Roles: Facility /Infrastructure, Manufacturing Engineering, Supply Chain, Customer Support (Order to Delivery and Technical Support)

DELPHI CORPORATION (Thermal Systems) 1996 - 2009
Global Quality Systems Manager, Customer Support Manager (North America), Field Engineer

GENERAL MOTORS 1985 - 1996
Design / Development Engineer, Test Engineer

PROFESSIONAL DEVELOPMENT

Situational Leadership, Coaching, Leading with Excellence Advance Product Quality Planning, Design of Experiments, Problem Solving, Geometric Dimensioning and Tolerancing, Design for Manufacturability, Lean Manufacturing

EDUCATION / CERTIFICATIONS

Bachelor of Science, Mechanical Engineering Michigan State University
ISO 9001 Lead Auditor

Township Government Operations

Parks and Recreation Advisory Committee Member 2019 - 2021
Township Board Meeting Public Participation 2020 - 2021
Township Planning Commission Public Participation 2021
Familiar with existing Whitewater Township ordinances and various management/master plans

Cheryl A. Goss

From: route@monster.com
Sent: Wednesday, December 1, 2021 3:14 PM
To: clerk@whitewatertownship.org
Subject: You just received an application for Township Trustee 83488459 from Monster
Attachments: Resume.pdf

ENTERED
12-1-21
Cb



Hello,

Great news! This candidate has just applied for your Township Trustee position. For your convenience, we have stored this resume in the posting user's account on Monster.

Attachment format is according with the document provided by the applicant and checked for viruses.

Candidate Contact Information

Candidate Name:

Laura Zoulek

Candidate Location:

Traverse City , MI , 49685

Mobile:

N/A

Home:

(231) 645-1556

Email:

laurazoulek1@gmail.com

Contact Preference:

Email

Application Summary

Job Title:

Township Trustee

Job ID:

234032923

Application Date:

12/01/21

Resume Updated:

12/01/21

Career Level:

N/A

Relocation:

Will Not Relocate

Rating:

Not Rated

Highest Education:

N/A

Work Status:

US - I am authorized to work in this country for any employer.

Screening Score:

no specified

Work Experience:

no specified

Login to your account to access this resume.

Login to your account to access all resumes for the Township Trustee position.

If you have any questions, a Customer Service Representative is available to assist you at 1-800-MONSTER (666-7837), Monday - Friday from 8:30am - 5:30pm EST.

Sincerely,

The Monster Service Team

If you doubt the authenticity of a Monster email, please visit the Monster site directly using your Web browser. From there, you can log in to your account to verify and perform the requested activity.

Monster's Security Center

Monster's Terms of Use | Privacy Statement
Monster, 133 Boston Post Road, Weston, MA 02493

Please do not reply to this email.

Laura Ann Zoulek

945 Snow Apple Dr.
Traverse City, MI 49685
(231) 645-1556
laurazouek1@gmail.com

Objective: To continue my professional growth and expand my career opportunities with the National Parks Service. To serve the Sleeping Bear Dunes National Lakeshore with honor, pride, integrity and hard work.

Experience Summary:

I have served the Sleeping Bear Dunes National Lakeshore as a Visitor Use Assistant / Remit for four seasonal appointments. I helped manage our family business in marketing, sales, recruiting and staff training for 22 years. I have professional experience in business management, office administration, customer service, human resources, recruiting, consumer education, marketing and sales, cash handling and inventory control. I hold a Bachelor of Arts degree in Psychology and Social Work with experience in counseling and health services. I am a disabled veteran and have excellent team building and leadership skills. I can stay focused under pressure.

Employment History

Sleeping Bear Dunes National Lakeshore, Empire MI Department of the Interior / National Park Ranger / GS-5 Visitor Use Assistant-Remit 2019, 2020, 2021

I have worked three GS-5 seasonal appointments as a Visitor Use Assistant-Remit. My first season was May 11, 2019 to October 25, 2019. I worked full time, (40 hours a week). My second seasonal appointment was delayed due to COVID 19 restrictions. I started full-time, (40 hours a week) on June 7th, 2020 until October 25th, 2020 when I had a change in my work schedule to part time. I worked a total of 64 hours during my part time status. I worked the following part time hours: The week of October 26, 27, 28,29 (32 Hours), the week of November 5 (8 hours), the week of November 12 (8 hours) and the week of November 16th and 19th (16 hours). My final day of this season was November 19th, 2020. In 2021 I started working full time (40 hours a week plus overtime) starting on March 14th, 2021 and continued until November 13th 2021, a total of 8 months and a total of 1278.4 hours.

My normal daily work duties were collecting, transporting, counting and verifying fee revenue and park stock. This includes all revenue from the visitor center, entrance stations, donations and self pay canisters. I processed shift paperwork and ran a POS register. Using mathematical reasoning and arithmetic, I balanced shift reports and bank deposits. I completed bank deposits and scanned checks. I completed monthly income transfers. I practiced strong customer service with 3rd party vendors and maintained

stock inventory, ordering new vendor stock when needed. I collected vendor payments and wrote property receipts. I created reports and maintained data of shift errors, pass sales and total cash transactions every day. When delivering passes and collecting funds, I followed procedures to protect money and stock from theft, fraud and misuse and educated other co-workers on these procedures. This included the use of encrypted channels on an MPSCS 800MHz radio to secure the movement of funds throughout the park. I updated and organized administrative files.

I often answered questions and provided instruction to coworkers that needed assistance with the performance of POS registers, credit card machines, calculating change funds, and the proper selling, exchanging and refunding of park passes (stock). This assures the accountability of revenue and of stock (park passes) during shift changes and the remit process. Selling errors could be found easily by auditing register reports (called X-Reports). I trained department leads and supervisors how to read these X-Reports and correct sales errors during shifts. As the remittance lead I shared my knowledge and trained my partner and my new supervisor on any and all tasks that they were unfamiliar with or in need of a refresher.

While in the field I enjoyed learning about the diverse ethnic and cultural backgrounds of our visitors, some from different parts of the world. Visitors and fellow co-workers would consult with me about the natural conditions and safety concerns that I observed while collecting in the park. I distributed trail maps and helped manage and update information on public display boards. I provided travel directions to visitors and educated them on fee compliance and validated park passes. I also informed visitors of common safety hazards, how to identify/avoid rip tides and the need to protect the beauty and resources within the park. One of my common quotes is "Everyones' job is to protect and preserve."

Once my daily collections were completed, I would return to headquarters to continue the remittance process and complete the deposit. All monies were then counted, audited and accounted for. I used fee collection software daily (OTCNet, ITB, MPOS, and RBMS) to verify transaction records, validate and balance shift reports and create deposit and statement reports. I would use correction shifts for shift and deposit reconciliation when needed. I created and maintained data of shift errors, pass sales and total cash transactions every day. I created deposit and remittance summaries. I would also create new shifts to add self pay monies, vendor payments and donations into the deposit. Cash deposits were then dropped into the local bank. Check scanning, batch management, and deposits were then verified to complete the remittance process. I maintained collection records, stock inventory records and deposit files.

In June of 2020, I was assigned a new partner to work with me in remittance. I was responsible for training my new partner on procedures and was introduced to a new Recreation Business Management System (RBMS) and Point of Sale System (POSS). I

networked with technical support persons to problem solve balancing shifts and deposits using the new system. I developed professional work relations with support personnel inside and outside of the park. I helped identify needed improvements in the RBMS and encourage system updates. Some of these updates were completed which benefited all of the National Parks using the new RBMS. As I mastered my duties, I was able to train my partner, other VUA's and advise my supervisor on these new programs. I wrote a Standard Operating Procedure report to pass on to my supervisors and to other parks to simplify the RBMS remittance process. During this time I was also tasked to complete data sheets and Income Transfers (IT's) from the Federal Reserve (OTCNet), Pay.Gov and Ventec sales to the Sleeping Bear Dunes National Lakeshore. These IT reports claimed our Park's earnings and assigned the revenue to each park function that earned it. I used deposit reports, many of which I created, along with networking with essential Park personnel to ensure that the completed IT's were done correctly and trained new personnel on how to do them.(I started doing income transfers during my 2020 season and continued throughout 2021). I also trained my new partner how to conduct road audits on fee collectors and fill out the needed paperwork. We worked as a team doing road audits regularly outside of the visitor center in 2020.

I monitored pass tracking via web reports to find sale errors and missing passes. I educated co-workers on issuing passes correctly when needed. I designed a document to be used to calculate cashier error rates, identify training needs, and help with inventory control. I assisted as a VUA in the Visitor Center when needed, often covering staff shortages and lunch relief to help manage high volumes of visitors. I repeatedly explained common questions about the park's fee program, fee structure, pass and permit system, campground rules and sold/verified park entrance receipts. During high volume visitor times (and always) I took pride in maintaining a positive attitude, keeping visitors happy and calm, and referring problems to supervisors as needed.

I teamed together with co-workers to communicate procedural changes, new information, visitor needs, custodial service, repair maintenance, emergency situations and contact supervisors and/or law enforcement when needed. There were several incidents in which I guarded firearms that were left unintentionally in park while waiting for law enforcement to arrive. I prepared written reports in accordance with park policies and procedures. I followed security protocol and safeguarded keys, codes and combinations and followed SOP opening and closing procedures of facilities.I have received cash and Star Awards for my work performance.

I have CPR training and certification. I have passed all federal background checks needed to be a Department of the Interior employee at a GS-5 Remit level.

SUPERVISOR: Jennifer Langel
Jennifer_Langel@nps.gov
231-326-4700

Sleeping Bear Dunes National Lakeshore, Empire MI
Department of the Interior / National Park Ranger / GS 4

July 1, 2018 to October 20, 2018 - I worked full time, 40 hours a week.

I worked for the Fees and Interpretation Department as a Visitor Use Assistant (GS-4-VUA). I sold federal recreational passes, checked for counterfeit bills, promoted upselling, exchanged passes and refunded sales when appropriate. I operated ITB Point of Sale computerized cash registers, ran a credit card machine, utilized Microsoft Office programs, organized and inventoried cash and receipt revenue, locked up monies and receipts in a safe, and performed alarm secured opening and closing procedures. I worked successfully with co-workers within the confined quarters of a small kiosk building, often problem solving efficiency when dealing with high volumes of visitors by helping with traffic control, all while maintaining a positive attitude. (Some visitors even referred to me as their "favorite" ranger) I answered visitor questions regarding the park, its facilities, services, resources, recreational opportunities, campground regulations and interpretive programs. I distributed maps and brochures, and provided travel directions. I informed visitors of common safety hazards and the dangers of the rip tides. I educated them on protecting the beauty and resources within the park and about the unique vegetation that thrives on the "active dune". I regularly explained common questions about the park's fee program, fee structure, pass and permit system, and verified park entrance receipts. I would team together with co-workers to communicate procedural changes, new information, visitor needs, custodial service, emergency situations and would contact supervisors and/or law enforcement when needed via an MPSCS 800MHz radio. I passed all federal background checks needed to be a Department of the Interior employee at a GS-4 level.

SUPERVISOR : RETIRED Dennis Hauck 231-276-6403
dennis_hauck@nps.gov

Zoulek and Associates, INC. Acme, MI
Office Manager

November 1998-2020. I helped supervise my husband's direct marketing and sales business for 22 years. I worked full time (50 hours weekly) for the first 5 years and after our child was born, started working part-time hours, 30 hours weekly for approximately 15 years.

I specialized in the recruitment, training and supervision of up to 20 staff members. I have written advertisements and Help Wanted ads, conducted interviews and ran employment background checks. When interviewing candidates I would look for professional and personal strengths that would help them be successful in sales, administration, customer service or maintenance jobs. I would also hire temporary staff (which you may refer to as seasonal) that would help during product trade shows annually. I hired and fired staff. I designed and conducted daily and weekly training classes using various audio and visual aids. These courses taught new employees equipment safety, sales techniques, cash handling, how to write invoices and receipts,

how to calculate down-payments and sales tax and how to budget monthly payments for new buyers. I conducted staff performance reviews, understanding that most problems were related to individual training needs. I created cash incentives, awards and approved hourly pay raises. I managed schedules for my sales agents in the field, my office staff, and appointments for customers. I have done weekly payroll and have set and maintained employee cost/revenue ratios. I designed, recruited and supervised an outbound call center. I followed Michigan labor laws for equal opportunity hiring and termination of employees.

I answered inbound calls and resolved customer concerns. I have designed and implemented public/consumer education classes on products and produced marketing presentations and displays. I have networked with customer referral sources by phone and email. I am familiar with Microsoft Office Suite, Access, Spreadsheets and Excel. I have written sales invoices, loan contracts and negotiated finance agreements. I have written telemarketing scripts, presentation guidelines and study booklets.

I organized customer files, managed equipment inventory and handled cash flow. I have collected payments (often using credit card machines). I have made change and issued rebate checks. I have prepared bank deposits. I used serial numbers on our equipment to consign and control where and when items were sold. This ensured that the right serial numbers on each piece of sold equipment is with its assigned customer. When sales were done in the field, the contractual paperwork was turned into me and I would audit mathematical calculations on finance contracts and cash down payment amounts. All financial paper worked needed to be correct in order for money to be deposited into the bank &/or finance companies.

REFERENCE: Business Owner
Peter Zoulek -231-645-1555
godsmoney7299@gmail.com

**Cherry Republic/Tabone Vineyard
Traverse City, MI**

Cashier, Retail Sales Assistant and Winery Attendant.

October 20th 2018-present. I hold several off season jobs while waiting to apply/return to seasonal employment with the National Park Service. During the off season (October 31 to May 1) the combined hours of these jobs average 30 hours a week.

I work in the cashiering area, on the retail floor, and behind the winery bar helping customers find products, answering their questions, and upselling. I cash out sales using a Point of Sales cash register, run credit card machines, package gift boxes and set up shipment/delivery orders. I verify transactions via computerized receipts for proper monies and stock sold. I check for counterfeit funds via marker pens and black light machines. I work closely with management and coworkers to ensure that new information is communicated and proper policies and procedures are followed. I frequently team up with co-workers to complete tasks efficiently and to ensure that

customers are promptly cared for. I have trained new employees/cashiers on point of sale systems. On the days when business is slow, I like to keep myself busy and clean the store regularly and at closing times, including stocking, sweeping, mopping, shoveling snow, deicing, taking out the trash, dish washing and cleaning restrooms.

REFERENCE: Store Manager
Amanda Tamner (231) 590-7692

**Reining Liberty Ranch, Traverse City, MI
Volunteer**

August 2011 - Present. I have been volunteering at the ranch for 9 years and work 3 hours weekly when classes are given which happens 12 weeks out of the year.

Reining Liberty Ranch is a Registered 501-C-3, Non-Profit Organization. It's mission is to promote the physical, relational and emotional health of primarily Veterans and their families through programs centered around the horse-human relationship, such as Natural Horsemanship, Therapeutic Riding, Hippotherapy, Equine Facilitated Learning and other agricultural activities. I work in many of the duties needed for running and maintaining a large therapy horse ranch, including but not exclusive to helping instruct equine therapy classes, educating visitors and new volunteers about horse safety, and helping with landscaping and fundraising.

OWNER / REFERENCE: Becky Bigelow
231-735-6343

**Christ Church, Traverse City, MI
Janitor**

March 2017 - Present. I work 3 hours weekly.

Janitorial duties include vacuuming, dusting, sweeping, mopping, washing surfaces, cleaning toilets and sanitizing all common areas.

OFFICE MANAGER: Lenda McQueer
231-946-3622

United States Military

I served in the United States Military for a total of approximately 13 years.

Active Army (June 1983 - April 1986)

I started basic training a year after graduating from Appleton West High School in 1982. I served in the Active Army during wartime which achieved my veterans status. I served the 45th Ordnance Battalion doing Tow Missile Maintenance (27E). During that time I became proficient in electronic repair: reading schematics, electrical troubleshooting and soldering. I also helped with bench stock and logistics, ordering and assigning missile parts and equipment. I earned my Army Service ribbon, was

awarded money for college and received performance medals in Army Achievement and Good Conduct ([View awards on my DD214](#))

Army Reserve (August 1987- June 1984)

I came home to Appleton, Wisconsin in 1986 and signed into the Army Reserve the following year. I was able to qualify for further maintenance/logistics positions and served in a Tank unit before moving to Madison Wisconsin to attend college.

While in college I studied psychology and social work and was awarded an Army Reserve position in a Medical Psychiatric Unit in Madison, WI where I served until the end of the Desert Storm War.

Air Force Reserve (June 1994 - August 1998)

After graduating from college with a Bachelors of Arts degree in Psychology and Social Work, I achieved certification as an addiction counselor. I learned of an addiction counselor position open in the Air Force Reserve. I switched military branches easily under my logistics certification and served at the Billy Mitchell Air Force Base in Milwaukee, Wisconsin. Now that I had my degree, I qualified for officer training and was studying for my officer exam when, regrettably, a personal tragedy ended my military career. I was honorably discharged and was awarded the Air Force Achievement Medal.

My military career trained me in discipline, respect, leadership, teamwork, and to reach for excellence in my work. I can achieve goals under stress and react calmly in hazardous situations. I have survival skills and basic medical emergency skills. I have led teams and completed my missions.

Education, Veteran Preferred and Other:

- Bachelor of Arts Degree in Psychology and Social Work, University of Madison Wisconsin, Class of 1993. I specialized in addiction counseling for 5 years and was a Certified Addiction Counselor for the State of Illinois. I helped teens, adults and families identify addiction behaviors and create personalized relapse prevention plans. I networked with various legal agencies, child protection, and Health and Human services.
- Military Service Veteran / 13 years of military service -10% Service Connected Disability.
- Awarded Army and Airforce Achievement medals and a medal for Good Conduct.
- Post Licensed Counselor and Experienced Fundraiser
- HUGE Camping Enthusiast. I have rustic camped throughout the United States.
- I take pride in always trying to maintain a positive attitude and exercise regularly for personal health and strength.