

LAUREN HOLLENBECK

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EXPERIENCE

SUPERINTENDENT OF RECREATION

09/2024-present

City of Florissant-Parks and Recreation, Florissant MO

- Lead and oversee all operations within the Recreation Department, collaborating with the Director to ensure alignment with departmental goals and objectives.
- Assist with management of departmental budgets, purchasing, and financial allocations to ensure efficient use of resources and adherence to fiscal policies.
- Design, implement, and evaluate programs, operations, and policies.
- Serve as a key member of the leadership team, contributing to the strategic growth and long-term vision of Florissant Parks and Recreation.
- Supervise staff dynamics, including hiring, training, and performance management, to foster a motivated and effective team.
- Oversee the Park Ranger Department, ensuring safety and maintenance standards are met throughout the park system.
- Provide strategic support across multiple program areas, including aquatics, athletics, senior programming, nature-based initiatives, esports, special events, camps, and community center operations.

RECREATION MANAGER-AQUATICS

04/2024-09/2024

City of Florissant- Parks and Recreation, Florissant MO

- Manage the daily operations and maintenance of three aquatic facilities, ensuring all were compliant with safety regulations and provided a high-quality experience for patrons.
- Direct a team of approximately 90 seasonal and part-time employees, including lifeguards and cashiers, to maintain a safe and enjoyable environment for all users.
- Planned and executed special events and programs, such as swim meets and Splish Splash, contributing to increased community engagement and facility usage.
- Recruited, hired, and trained new staff members, ensuring they met performance standards.
- Assisted other staff as needed and helped with the improvements at the indoor facility.

SENIOR SUPERINTENDENT

11/2021- 04/2024

City of Houston- Lake Houston Wilderness Park, New Caney, TX

- Oversee naturalist staff and customer service supervisor.
- Hire, train and supervise all park staff.
- Design and approve nature center exhibits, curriculum, outreach events, and beautification of the park
- Act as volunteer coordinator with regular volunteers (from ages 6-75), recruit new volunteers and organize Eagle Scout and Gold Award projects.
- Work directly with the Division Manager to assist with purchasing projects, conflict resolution and park operations.
- Investigates and resolves park guests problems to ensure high quality service.
- Represents the park at external and internal meetings if needed.
- Project lead for Simulated Forest Earth Day exhibit that included over 400 trees and plants, live animals, 7 different partners and over 300 free giveaways.
- Design all park signage on Adobe Illustrator, Canva and Publisher.
- Plan large special events such as our “Trails and Treats” and Homeschool Field Day to attract more visitors and partners to the park.
- Conduct interviews on local news stations and virtual conferences on education and camping opportunities.
- Assist with fixing broken items when needed and assist with various maintenance projects.

PARK NATURALIST*12/2018- 11/2021*City of Houston- Lake Houston Wilderness Park, New Caney, TX

- Oversee nature center daily operations including animal care (reptiles include venomous snakes, invertebrates, fish and amphibians), educational content creation, and visitor inquiries.
- Renovate and implement new exhibits to improve the overall look of the nature center.
- Supervise, Train and mentor Seasonal Laborers, Interns, and other maintenance staff including Camp Hosts
- Started the archery program at the new range and oversee maintenance of equipment, training of staff, and planning of archery programs.
- Operate a nature-based summer camp with S.T.E.M based learning.
- Maintain garden beds and remove invasive species (with hand tools, chainsaws, and hedge trimmers).
- Provide educational Pineywoods/wildlife-based programs.
- Supervise volunteer efforts and scout projects.
- Plan and coordinate with schools, scouts, and private groups to provide educational field trips.

GREENHOUSE TECHNICIAN*09/2017-12/2018*Bayer (Formally Monsanto), Chesterfield, MO

- Helped with daily operations of multiple greenhouses.
- Installed irrigation lines and hardware.
- Pollinated, transplanted, discarded, and provided care for various crops such as corn, soybeans, and cotton.
- Cleaned and maintained a healthy environment for the plants to grow successfully.

ASSISTANT DIRECTOR*10/2016 – 09/2017*YMCA Anderson Child Enrichment Center, Toledo, OH

- Oversaw the financial department of the entire YMCA childcare facility
- Managed and trained a staff of 15 educators on conflict resolution, behavior management and lesson planning to enrich afterschool and summer programs.
- Successfully planned and implemented a 12-week theme-based summer childcare program with field trips and S.T.E.M activities.

SUMMER CAMP EDUCATOR*06/2016 – 09/2016*Leslie Science and Nature Center, Ann Arbor, MI

- Taught an environmental educational nature camp for ages 4-11.
- Mentored volunteers in behavior and group management.
- Planned and executed S.T.E.A.M-based lesson plans.

NATURALIST INTERN*01/2016 – 05/2016*Lake Houston Wilderness Park, Houston, TX

- Maintained a native garden to provide an educational walkway for park visitors
- Duties included feeding, handling, and maintenance of over 20 enclosures including venomous snakes.
- Provided park guests with a friendly educational experience by researching the local area and answering inquiries.
- Developed and completed a high traffic pathway that connects the park guests with the nature center

NATURALIST*08/2015 – 12/2015*YMCA Camp Carter, Fort Worth, TX

- Provided an outdoor, hands-on education for children between the ages of 10-11.
 - Supervised a group of 20 or more children and administered classes in nature-based subjects
 - Conducted exercises with patrons on a challenge course that included high rope obstacles.
 - Assisted the Retreats Coordinator with overnight guests and event coordination
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FULL TIME FIELD WORK WITH THE NATURE CONSERVANCY

Cross Ranch Nature Preserve, Center, ND

04/2015 – 08/2015 / **Hourly: 40 hours/week**

Kitty Todd Nature Preserve, Swanton, OH

05/2014 – 02/2015 / **Hourly: 40 hours/week**

- Operated UTVs, ATVS, Trucks and tractors equipped with a brush cutter to prepare mowed fire lines.
- Participated in limbing and removal of shrubs utilizing a chainsaw and hand tools.
- Maintained equipment such as, chainsaws, tractors, hand tools, herbicide applicators.
- Mixed and applied chemical treatment to target invasive species and noxious weeds with UTV sprayer.
- Led a team of nine AmeriCorps volunteers in the collection of prairie species seeds
- Collaborated with the U.S Fish and Wildlife Service to perform fish monitoring using an electroshock boat and nets.
- Aided in prescribed burns of designated areas.

COLLEGE INTERNSHIPS/ PART-TIME RELEVANT WORK

Communications Intern for The Nature Conservancy

11/2015-03/2016

Nature Conservancy World Office, Arlington, VA

20-25 Hours/ Week

- Published Internal and external communications via twitter @ocean_wealth, newsletter blurbs and listservs.
- Assisted with launching the pilot website www.oceanwealth.org utilizing WordPress and Photoshop.
- Helped establish a communication strategy to maximize the target audience and effectively broadcast information.

Intern at the Nature Lodge at Sunset Park

05/2013-07/2013

City of Florissant, Florissant MO

20-25 Hours/ Week

- Planned and implemented educational nature programs
- Researched and published a comprehensive inventory of local flora and fauna
- Coordinated community events with civic leadership and citizens while collaborating with the Florissant Parks Foundation to obtain donor support to launch new Lodge operations.

EDUCATION

SOUTHEAST MISSOURI STATE UNIVERSITY (2014)

Bachelor of Science in Wildlife Biology/Conservation

Minor in Environmental Science

LINDENWOOD UNIVERSITY (2019)

Master of Arts in Communications

Emphasis in Promotions

Overall GPA 4.0

CERTIFICATIONS

Certified Pool Operator

ServSafe

Ellis & Associates Lifeguard

Maintenance Management School- NRPA

First Aid and CPR
