

Ms. Monroy-Dexter received her Master of Arts from Bowling Green State University, Bowling Green, OH, and her Bachelor of Arts from California State University, Sonoma. She has over 20 years of experience in municipal government, recreation program development, and management. Ms. Monroy-Dexter's experience pertains to staff, program, and project management, emphasizing fiscal responsibility, strategic planning, community relations and outreach, training and development, and collaboration. She is a solution-oriented relationship builder who has successfully worked across departments, with other government agencies and community partners to deliver high-quality, innovative, fiscally responsible programs and services. She has supervised operations of significant municipal recreation programs, including aquatics, senior services, and a satellite residence camp in South Lake Tahoe. Her leadership and project management experience includes converting tennis to pickleball courts, redesigning operational models to increase cost recovery and revenue, and contract negotiation with government agencies and non-profit organizations. She has served as the department representative assisting in managing multiple capital improvement projects and facilitating community outreach meetings to determine the future use of land development project. Ms. Monroy-Dexter has experience managing resources and reporting for federal, state and county agencies.

EDUCATION

Master of Arts in College Student Personnel, Bowling Green State University (August 1996 – May 1998)

Bachelor of Arts in English/History, California State University, Sonoma (August 1991 – May 1996)

WORK HISTORY

- **President, Condor Country Consulting** (January 2023 - Present)
Primary responsibilities include business management and development with emphasis on enhancing systems and streamlining the day-to-day operations. Research and implement strategies and procedures to enhance and expand current business. Explore opportunities to reach new and emerging partners in environmental resource management and conservation. Reinvigorate the company commitment to community and environmental organizations.
- **Recreation Program Manager, City of Concord** (January 2017 - Present)
Managed three significant Park and Recreation Department elements: the Aquatic Center, Camp Concord, and the Concord Senior Citizens Center. Responsible for the management of four full-time Recreation professionals, as well as 95 seasonal and part-time staff. Duties include serving as acting Department Director as needed, participation in cross-functional meetings, attending City Council meetings, preparing responses to City Council and public inquiries, developing department initiatives and accomplishments for City Manager, budget development, and daily management. Served as the staff liaison to the City Council Commission on Aging and Parks Recreation and Open Space Commission. City Liaison board member for the non-profit Friends of Camp Concord (FOCC) (whose mission is to raise private funds to support Camp Concord), Meals on Wheels Diablo Region, and the Concord Senior Citizens Club.
- **Recreation Program Coordinator, City of Concord** (September 2014 - December 2017)
Responsibilities include community center operations, research, development, planning, organizing, hiring, and providing supervision and leadership to facility staff, the City of Concord's Adult Sports program, and the department Registration Office. Work collaboratively with other departments and community members to build new Pickleball courts and develop programming. Led transition from a contract to an in-house field maintenance staff, establishing field preparation schedule and prioritizing short and long-term maintenance projects.
- **Camp Director, Camp Concord at South Lake Tahoe, City of Concord** (January 2009 - September 2013)
Responsible for all aspects of camp operations. Hired, trained, and supervised 19-35 part-time camp employees and contract Facilities Maintenance Supervisor. Worked cooperatively with government agencies, including the USDA Forest Service, El Dorado County, and Lake Tahoe Fire District, to ensure implementation of best practices and compliance with all state and federal rules and regulations.

Responsible for program marketing, staff management and development, budget planning and control, program analysis and development, and safety, financial, and program procedure implementation. Coordinated volunteer camp improvement projects with the non-profit group Friends of Camp Concord. Increased camp revenue through expanding group rentals and creating new camp programs to serve a more diverse population.

- **Recreation Program Aide, City of Concord** (November 2004 – January 2009)
Responsible for operations of the multi-use community center; research, development, marketing, planning, organizing, and executing rental contracts. Planned, coordinated, and implemented a teen leadership program and the opening of a new rental facility, Bud Hansen Wisteria Arbor. Managed operational expenditure budgets. Responsible for meeting/exceeding revenue and external/internal customer service goals.
- **Director, Crockett Community Center, Contra Costa County** (April 2002 – November 2004)
Under the direction of an elected Community Services Advisory Board, managed daily operations of a 4000+ square foot community center and park offering facility rentals, recreation classes, and Senior Outreach Programs. Managed budget prepared and presented reports for monthly advisory board meetings and county officials. Created marketing materials and secured funds from outside sources through donations and public and private grants. Planned and coordinated six annual community-wide events and hired, scheduled, and supervised staff members and volunteers.
- **Residence Community Coordinator, Saint Mary's College of California** (June 1998 – August 2000)
Supervised 31 staff members, provided continuous mentoring, and conducted annual performance evaluations. Managed six residential facilities housing approximately 1000 students. Organized Residence Life training and staff development program achieving departmental goals within budget. Developed the recruitment, selection, and hiring process for professional and student staff positions. Created and implemented bi-annual and weekly training programs for professional and student staff. Wrote policies and staff manuals and established staff selection standards for the department. Facilitated programs for diverse audiences emphasizing communication skills, problem-solving, and crisis management. Guided staff through the college's judicial process pertaining to adverse action against students for misconduct with emphasis on proper documentation. Presided over disciplinary hearings involving students or staff that affected employment status or expulsion from on-campus housing. Coordinated departmental and institutional special events such as student orientations, banquets, and information fairs.

CERTIFICATION/TRAINING

- CPR/First Aid/AED Certified Trainer – American Red Cross (March 2023)
- Certified Park and Recreation Professional (CPRP), National Recreation and Park Association, since March 2021

PROFESSIONAL MEMBERSHIPS

- California Park and Recreation Society
- National Recreation and Park Association

SIGNIFICANT ACCOMPLISHMENTS

Program Management/Administration

- Managed three significant elements of the Department, including the Aquatic Center, Camp Concord, and the Concord Senior Citizens Center.
- Manage the work of four full-time Recreation professionals, providing supervision, direction, and mentorship. Oversee staff supervision of approximately 95 seasonal and part-time staff.
- As needed, serve as acting Department Director, actively participating in Executive Team meetings, attending City Council meetings, preparing Department responses to Council and public inquiries, and developing department initiatives and accomplishments for the



City Manager.

- Managed USDA Forest Service Special Use Permit for 29-acre residential camp property in South Lake Tahoe.
- Provided leadership to Aquatics Program Coordinator as he co-authored a document on how to reopen aquatic facilities during COVID-19, receiving approval from the County to safely teach and perform CPR/First Aid safely.
- Redesigned the Camp Concord waterfront program and secured additional funding to purchase new watercraft.

Budget and Financial Management

- Prepare and manage three program budgets totaling over 1.5 million dollars. Work with staff to analyze trends and set program priorities to meet directives, including identifying budget reductions and inclusions that align with City Council priorities.
- Redesigned program goals and operations of the 29-acre residential camp in South Lake Tahoe with a \$600,000 annual budget to increase cost recovery to the highest level in fifteen years, at approximately 80%.
- Successfully negotiated facility use contracts with the Terrapins Swim Team and worked with Aquatic Coordinator to develop new revenue opportunities bringing the Club 680 Water Polo Club and two Mount Diablo Unified School District High School Water Polo teams to Concord Community Pool, increasing revenue by over \$30,000 per year.
- In collaboration with Engineering and Public Works departments, successfully managed two pool repair projects totaling over \$4 million.
- Secured funding through the State and County for approximately \$30,000 to support Senior Transportation, Senior Nutrition Programs, and the creation of a city Clean Air Center.

Community Engagement and Partnership Building

- Worked with the community members to introduce Pickleball to Concord, grow support for new facilities and programming, and gain the city council-appointed Parks, Recreation, and Open Space Committee recommendation to convert four tennis courts into fourteen pickleball courts. Resulting in the creation of the largest pickleball complex in northern California and increasing Adult Sports revenue by over 70% while increasing positive park use.
- Served as City representative and board member for the Friends of Camp Concord to advance organizational goals and secure funding for \$500,000 Capital Improvement Projects to construct outdoor recreation areas, complete renovations of the kitchen facilities, and rehabilitate 25 cabins to meet current building codes.
- Built successful partnerships with non-profits, the Mount Diablo and Pittsburg School Districts, the Family Justice Center, CARES After-school Program, El Dorado County 4H Club, and Special Education programs to create customized outdoor education experiences at Camp Concord.
- Work with the Concord Senior Citizens Club, a non-profit volunteer organization, to meet the needs of the city's seniors through non-instructional social and recreational programs.
- Assisted with facilitating community outreach meetings on the future of a 70-acre tournament sports complex, including determining the percentage of open space vs. built environment, nature of facility uses, and other amenities to be built on the former Concord Naval Weapons Station parcel.
- Supported the Parks, Recreation, and Open Space Committee, successfully leading efforts

to recruit youth members.

- Serve as staff liaison to the City Council Commission on Aging, overseeing grant-funded senior transportation program, GoGo Concord, and the Be a Santa to a Senior (BASTAS) community service program.

AWARDS AND AFFILIATIONS

- 2022 Exceptional Employee Award for Demonstrated Excellence in Leadership, City of Concord
- California Parks and Recreation Society (CPRS) District 3, Director of Membership, 2016-2020.
- Contra Costa Senior & Adult with Disability Network, an advisory group to the Contra Costa Area Agency on Aging.
- Senior Mobility Action Council (SMAC), a Contra Costa County Advisory Council on Aging workgroup.