



Board Appointment Form

Submitted On:

Nov 28, 2023, 10:56AM MST

City Clerk

Appointing Office	Representative Chris Canales, District 8
Agenda Placement	Regular
Date of Council Meeting	Tuesday, December 5, 2023
Name of Board	Parks and Recreation Advisory Board
Agenda Posting Language	Re Appointment of Ricardo Bustamante to the Parks and Recreation Advisory Board by Representative Chris Canales, District 8.
Appointment Type	Regular
List the nominee's qualifications to serve on this Board	Previous appointee, with extensive experience in the Parks and Recreation Department.
Nominee Name	Ricardo Bustamante
Nominee Date of Birth	[REDACTED]
Nominee Email Address	[REDACTED]
Nominee Residential Address	[REDACTED]
Nominee Primary Phone Number	[REDACTED]
Which District does the nominee reside in?	District 2
Does the appointee have a relative working for the City?	N/A
Has the appointee been a member of any other city boards?	Parks and Recreation Advisory Board
List all real estate owned in El Paso County	N/A
Previous Appointee	Ricardo Bustamante
Reason for Vacancy	Term Expired
Date of Appointment	December 05, 2023
Term Begins On	October 15, 2023
Term Expires On	October 14, 2027
Term	1st Term
Upload File(s)	Resume_Parks Advisory Board District 8_Ricardo Bustamante.pdf

RICARDO BUSTAMANTE

PROFESSIONAL SUMMARY

Driven and dedicated professional with over 20 years of experience managing public service programs and operations with focus on quality assurance, maintenance, safety/emergency planning, special events and recreation. Skilled in translating government and civic regulations, policies and agendas into strategic and effective program goals and activities as well as operational procedures and systems. Consistently promote community welfare and quality of life and uphold city's service commitment through data-driven outreach and communication. Track record of driving strategic budget management to improve assets and save costs. Collaborative and strategic leader able to mentor and motivate teams toward accuracy, efficiency, and positive work culture. Proven ability to multi-task and problem-solve under stressful conditions in composed and adaptable manner. Skilled at fostering positive and productive relations with civic leaders and government officials as well as with diverse teams, entities, and populations.

Possess strong bilingual fluency in English and Spanish.

CORE COMPETENCIES:

Program & Operations Leadership | Quality Control | Event Planning | Accounting | Regulatory Compliance | Risk Prevention | Budget & Resource Management | Administration | Interpersonal & Public Communication | Vendor & Contract Management | Customer Service | Staff Management & Training | Data Management & Reporting

WORK EXPERIENCE

EL PASO DOWNTOWN MANAGEMENT DISTRICT OPERATIONS MANAGER

11/2020 - Present
El Paso, Texas

- Plan, coordinate and direct quality, safety, and maintenance activities for Downtown Management District (DMD), providing operational and programmatic oversight. Supervise, schedule and train staff to maintain cleanliness and appearance of district infrastructure for sanitation program, driving efficient and precise services. Manage maintenance and repair of public utilities and assets.
- Conduct proactive inspections to enforce project specifications, safe conditions, and proper equipment in line with government regulations. Oversee special event planning and logistics, serving as subject matter expert in safety and security requirements, permitting/vendor regulations, and emergency response plans.
- Evaluate team performance and adherence to work standards and policies, establishing ongoing improvement opportunities and plans. Promote staff development and service standards by creating and implementing standard operating procedures and personnel regulations. Maintain inclusive and high-quality team culture.
- Operate pavement management and City Accela Civic permitting software, GIS software, and MuniCode program to conduct short-term and long-term planning. Collect and analyze data on special events, community service, construction projects, operational requirements, and project outcomes. Produce written reports and presentations for board and committee meetings.
- Conduct customer service, public relations, and community outreach, serving as representative and resource for business owners, stakeholders, customers, downtown residents, and operations staff in downtown district to resolve problems and inquiries pertaining to city and district amenities.
- Facilitate community service projects in partnership with probation department and agencies focused on homelessness and quality of life issues. Liaison with government agencies and officials, business associations, non-profit organizations, and outside entities.
- Assist in budget development, estimating project costs and necessary funds for staffing, equipment, and resources. Oversee and allocate \$500K budget for business improvement district, monitoring and approving expenditures in accordance with government procurement procedures.
- Research and source cost-effective vendors, monitoring quality and efficiency of services to ensure contract compliance. Manage fleet of city vehicles, overseeing safe operation, repair, and maintenance.
- Key Achievements:** *Enhanced safety and visual appeal of downtown environment by initiating routine maintenance and cleaning of storefronts and infrastructure assets. Set up GIS tracking software from scratch. Contributed valuable connections with city officials, enhancing the DMD's professional network. Developed core operational/HR policies from ground up, improving personnel morale, safety, and performance. Serve as Quality Assurance Manager for grant program within Environmental Protection Agency.*

WORK EXPERIENCE (Continued)

CITY OF EL PASO – PARKS & RECREATION DEPARTMENT (Continued)

08/2000 – 11/2020

RECREATION PROGRAM SUPERVISOR

El Paso, Texas

- Planned, scheduled, coordinated, and directed activities, events, and athletic leagues for recreation programs in compliance with state guidelines and grant requirements. Supervised employees, assigning and coordinating work plans, enforcing city/division regulations, and establishing collaborative and motivated work environment.
- Prepared performance evaluations to assess staff proficiency and effectiveness, developing procedures, disciplinary actions, or targeted training to correct deficiencies. Mentored staff in management, customer service and technical skills. Conducted interviews and provided hiring recommendations.
- Led safety training program and meetings with department heads and division center directors as Senior Division Safety Coordinator and knowledge resource on risk management. Conducted audits and inspections of city-wide senior centers and recreational centers, ensuring safe and regulated facilities and work practices.
- Developed grant proposals and program reports/documents to secure funding. Implemented program activities, conducting research and surveys to maintain awareness community trends and statistics and develop need-based strategies. Conducted government record-keeping to track program and participant data.
- Managed supportive and effective working relationships with diverse range of outside agencies, county organizations, departments, and employees to coordinate logistics for cooperative efforts and support external services and activities. Served as departmental representative for local, state, and national athletic organizations.
- Prepared presentations and reports on division goals and progress for meetings with recreation center directors and department heads. Conducted public engagement and outreach, providing courteous and informed customer service to resolve inquiries and issues pertaining to recreation fees, policies, and services.
- Administered and monitored program budget, approving purchasing activities and allocating resources across city-wide sites and facilities. Managed core accounting, financial reporting and administration duties including collecting program fees and managing event calendars.
- Assisted Senior Division Manager and Parks Assistant Director with special projects including city-wide health and wellness initiatives and programming, supporting communications with health agencies, educational institutions, county school district, County of El Paso, City Council Representatives Offices, and The Office of the Mayor.
- **Key Achievements:** *Achieved consistent promotions. Led procedural improvements for customer service training and staff development committees. Led resource and emergency planning for annual Winterfest event for 10 consecutive years, establishing positive reputation and receiving commendations from city officials. Spearheaded initiative to sustain lunch program as well as to procure critical supplies for senior centers during COVID-19. Recruited by Assistant Parks and Recreation Director to conduct event/site planning for Texas Recreation and Parks Society Expo 2019.*

COMMUNITY LEADERSHIP & SERVICE

Board Member, City of El Paso Parks & Recreation, 08/2022 – Present

Texas Recreation and Parks Society Member 2008 - Present

DMD Liaison, El Paso Office of Emergency Management, 11/2020 – Present

Quality Assurance Manager, DMD Brownfield Program, Environmental Protection Agency, 11/2020 – Present

Lead Logistics Parks POC/ Liaison (COVID-19 Response), Office of Emergency Operations, 03/2020 – 11/2020

Senior Division Safety Coordinator, Parks & Recreation Department, 09/2012 – 11/2020

Department Coordinator, West Texas Community Supervision Program, DMD & Parks & Recreation, 09/2010 – 11/2020

Lead Event and Safety Officer, Annual Celebration of Lights Parade, 07/2009 – 12/2019

EDUCATION / CERTIFICATION

Bachelor of Organizational and Corporate Communication, University of Texas at El Paso

Associate of Applied Science, El Paso Community College