

# Aaron R. Thelenwood

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## VISION

*To be part of a dynamic community-centered organization focused on creating lasting, sustainable change; emphasizing a service-first approach; and valuing innovation, diversity, and growth.*

## EDUCATION

**Master's of Public Administration - Grand Valley State University:** Grand Rapids, MI: Graduated August 2014

**Bachelor's of Science in Film and Video Production - Grand Valley State University:** Allendale, MI: Graduated April 2011

## CURRENT POSITION: CITY OF HOLLAND

**Operations Manager – West Michigan Regional Airport Authority:** 10/2016 – Present

- Designated COVID-19 Preparedness & Response Coordinator
- Developed COVID Preparedness & Response Plan and Operations Protocols
- Coordinated remote worksite protocols and operating platforms in response to COVID-19
- Ensured operational alignment with mission, vision, values, and strategic objectives of the Airport Authority
- Managed daily facility operations at the West Michigan Regional Airport
- Worked closely with regional stakeholders, member communities, airport users, and tenants to ensure needs are being met
- Managed procurement for the Airport Authority
- Engaged in strategic planning regarding development of surrounding Airport property
- Led efforts to designate an Airport Development Zone for property owned by the airport
- Supervised the Airport's Administrative Assistant and Communications Coordinator
- Oversaw capital improvement projects and managed capital projects budget of \$360,000 including construction of runway connector, runway crack sealing, demolition of former office/ terminal
- Oversaw annual reporting and capital improvement project submittals to MDOT
- Managed annual operations budget of over \$560,000
- Administered the Fixed Base Operator Agreement with Tulip City Air Service
- Administered land lease between the City of Holland and the Airport Authority for airport property
- Administered hangar leases, private land leases, and agricultural leases
- Conducted strategic planning and coordination of emergency preparedness trainings
- Managed contracts with facilities, maintenance, custodial services, technology services, runway systems, and similar agreements
- Managed federal and state grants for capital improvement projects through the Federal Aviation Administration (FAA) & Michigan Department of Transportation (MDOT)
- Prepared regular expense and revenue reports for the Authority Board
- Prepared RFQ/RFP documents for airport contracts
- Prepared agendas and packets for monthly Authority Board meetings
- Maintained updated operations manuals, emergency plans, facility use guidelines, and similar documents
- Approved site plans for development projects in proximity to the airport

## **Solid Waste/Recycling & Sustainability Coordinator: 10/2016 – Present**

- Successfully applied for and received Recycling Partnership grant funding in the amount of \$151,000 to support the City's purchase of recycling carts and community education
- Applied for grant funding in the amount of \$410,011 to the Michigan Department of Environment, Great Lakes and Energy to support the City's purchase of recycling carts
- Served as professional mentor to High School student leader interested in sustainability, recycling, and social justice
- Supervised performance of the City's designated single hauler, Republic Services
- Supervised a team focused on customer service and transition to the new Residential Solid Waste Agreement
- Supervised Sustainability Education & Outreach Coordinator
- Administered the City of Holland's Residential Refuse & Recycling Contract and the City's Commercial Facilities Refuse Contract
- Oversaw completion of updated residential GHG Calculation
- Implemented key sustainability initiatives of the City's Community Energy Plan & Master Plan
- Engaged in education and outreach to City residents regarding the impact of international recycling market fluctuations at the local level
- Monitored legislation and market trends related to recycling and solid waste management
- Completed the City's first ever Residential Waste Characterization Audit
- Developed and Managed annual Operations budget of \$2.5M and Enterprise Fund \$1.5M
- Managed Procurement for the Solid Waste/Recycling Program.
- Managed the RFP process for the City's 2018-2023 Residential Refuse & Recycling Contract & subsequent contract negotiations
- Managed transition of Billing and Customer Service responsibilities of the Residential Solid Waste/Recycling Program to the Holland Board of Public Works
- Recovered \$350k of overpayments accrued during the City's 2011-2018 Residential Refuse & Recycling Contract Period
- Proposed Changes to the City's Ordinance Code, as it relates to Residential Refuse & Recycling
- Enforced the City's Ordinance Code as it relates to Refuse & Recycling collection as well as rules governing haulers operating within City limits
- Prepared regular reports and updates to City Council
- Served as the City's designated representative to the Michigan Recycling Coalition
- Initiated formation of the City's first Residential Materials Management Taskforce
- Served as the Staff Liaison for the City's Sustainability Committee
- Established a working group to develop a regional Bike Share Program
- Prepared monthly agendas and reports for the City's Sustainability Committee
- Performed Sustainability Analyses for City Capital Improvement Projects
- Served as the City's designated representative to the Urban Sustainability Directors Network

## **PRIOR PUBLIC SERVICE EXPERIENCE**

### **Project Administrator – City of Holland: Holland, MI 04/2014 - 2016**

- Served as interim point of contact for the Human Resources Department
- Responsible for recruiting & interviewing, and resolving HR issues
- Ensured compliance with federal & state employment regulations including HIPAA, Title IX, and OSHA workplace safety standards
- Researched process improvements for recruiting and adoption of digital applicant tracking systems
- Managed Employee Benefit Programs and enrollment
- Practiced City code enforcement
- Performed rental inspections
- Developed and managed an impact study along with appropriate project-specific timelines and events for the City of Holland
- Developed presentations and progress reports to City Council along with press releases and e-mail updates
- Drafted and proposed ordinances to be adopted by City Council
- Developed and reviewed budgets for city events
- Assisted the Human Resources Director in updating and revising employee policies and handbooks

**Wildwood Adventures Inc. - Steering Team Member:** Grand Rapids, MI 2015 – 2016

- Developed Bylaws
- Guided Steering Team through Nonprofit status application
- Trained Steering Team on Fundamentals of Board Policies & Procedures

**Department of Hospitality and Tourism Management - Graduate Assistant:** Grand Valley State University, Grand Rapids, MI 2013 – 2014

- Executed customer satisfaction survey on behalf of Gerald R. Ford International Airport.
- Provided research support to Faculty
- Performed fundraising support and secured funding from Home Depot for “Michigan Cares for Tourism” initiative through the department.

**West Michigan Film Office – Office Coordinator:** Grand Rapids, MI 2010

- Marketed West Michigan locations to out of state production companies
- Connected local production suppliers and resources with incoming productions
- Maintained vendor and suppliers lists on behalf of the Film Office
- Produced twice monthly newsletters regarding the status of productions in West Michigan and the state of Michigan’s Film Incentives

**PROFESSIONAL DEVELOPMENT & ACTIVITIES**

**Urban Sustainability Directors Network – Evolving a time of Disruption Cohorts Series:** (In Progress)

**Urban Sustainability Director’s Network – Re-Defining Climate Planning to Center on People:** 2019

**Urban Sustainability Directors Network – Identifying Local Risks and Prioritizing Nature-Based Climate Solutions:** 2019  
**Urban Sustainability Directors Network - Equitable Community Engagement Action Group and Small Cities Cohort:** 2019

**Michigan Recycling Coalition:** 2016 - Present

**West Michigan Sustainable Business Forum:** 2016 - Present

**Urban Sustainability Director’s Network – Equity Foundations Workshop -** 2019

**West Coast Leadership Alumni Network:** 2018 - Present

**West Coast Leadership Graduate (West Coast Chamber):** 2017 - 2018

**Urban Sustainability Director’s Network Member:** 2016 - Present

**Social Impact Design - Design Thinking Series,** Grand Valley State University: 2015

**Small Business Development Center - Starting a Small Business/ Entrepreneurship Training:** 2015

**Michigan Local Government Management Association Winter Institute:** 2013

**How to Find and Win Government & Foundation Grants Workshop:** 2012

**RELEVANT CERTIFICATIONS**

**Enterprise Design Thinking Certification (In Progress) - IBM**

**Transformational Leadership (2019) - Urban Sustainability Directors Network**

**Racial Equity Workshop (2018) - Urban Sustainability Directors Network**

**Nonprofit Board Certified - The Johnson Center for Philanthropy, Grand Rapids, MI**