

SUMMER RAE KRONES

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www.communityspaceswithsummer.com

PROFILE SUMMARY

Dynamic and highly organized recreation and facility management professional with extensive experience overseeing multi-site operations, staff development, customer service, safety procedures and risk management. Known for strengthening team performances, improving operational efficiency and delivering exceptional services to diverse communities. Brings a strong foundation in training, policy development, and cross-department collaboration.

WORK EXPERIENCE

Arlington Heights Park District - Forest View Racquet & Fitness Club

Assistant Manager | Arlington Heights, IL | 2022–Present

- Supervise, train, and schedule 13 part-time front desk staff, ensuring consistent service quality and operational coverage.
- Oversee daily customer service operations, membership management, Permanent Court Time rentals, USTA and program registrations.
- Manage payment plans, outstanding balances, and daily cash reporting.
- Coordinate racquetball lessons, personal training, and martial arts programs.
- Maintain facility operations by scheduling and assisting with minor repairs and coordinating vendor services.
- Purchase custodial and office supplies and monitor inventory levels.
- Serve on the Safety Committee, contributing to district-wide safety initiatives, training and policy manual update.
- Oversee two summer pool cashier operations and concession financial processes.

Schaumburg Park District

Membership Supervisor | Schaumburg, IL | 2019–2022

- Directed supervision, training, and scheduling for 28 part-time staff across The Water Works and Community Recreation Center.
- Managed fitness and aquatic memberships, including payment plans and senior wellness programs (Silver Sneakers, Renew Active).
- Coordinated room reservations, facility bookings, and open gym schedules.
- Served as liaison for Northwest Special Recreation Association facility usage.
- Oversaw table tennis programs, including drop-in play, private lessons, and tournaments.
- Managed The Water Works Store operations and daily cash reports across multiple facilities.
- Supervised K-9 Dog Park operations and related programming.
- Assisted with policy manual revisions and coordinated minor maintenance and repairs.

EDUCATION

- **Bachelor of Science – Recreation, Park & Tourism Administration, Emphasis in Therapeutic Recreation**
Western Illinois University | 2004
- **Post-Baccalaureate Certificate – Event Planning & Management**
Western Illinois University | Expected 2027

CORE COMPETENCIES

- Staff Supervision & Training
- Facility Operations & Maintenance Coordination
- Customer Service Leadership
- Membership & Program Management
- Safety Procedures & Risk Management
- Policy Development & Implementation
- Community Partnerships & Stakeholder Relations
- Event & Program Coordination
- Software: ActiveNet, BambooHR, Court Reserve, Maintrac, UKG, Microsoft Office, Adobe, Canva, Google Suite

WORK EXPERIENCE (continued)

Northwest Special Recreation Association (NWSRA)

Leisure Education / Park District Facility Coordinator | Rolling Meadows, IL | 2012–2019

- Planned and coordinated programs for individuals with special needs from early childhood through adulthood.
- Managed the Leisure Education program across nine school districts, supporting 165 classrooms.
- Served as liaison between 17 park districts, ensuring facility access and program alignment.
- Assisted with seasonal program brochure development, including editing and proofing.
- Created and monitored budgets for 175 weekly programs.
- Coordinated individual music lessons and produced an annual music recital.
- Coached Special Olympics Bocce and supported vehicle and safety training.

Earlier Roles at NWSRA (2004–2012)

Area Coordinator, Senior Disability Coordinator, Program Specialist, Early Childhood Coordinator

- Planned and implemented programs for individuals with special needs across multiple age groups.
- Coordinated early childhood camps, cultural arts showcases, teen and senior social clubs, and Saturday programs.
- Served as liaison between park districts, school districts, and community partners.
- Supported summer day camp operations for EMH/SP populations.

ADDITIONAL EXPERIENCE

Respite Worker | Home-Based Support Services | Buffalo Grove, IL | 2016–Present Provide in-home and community-based support for an adult with special needs.

Banquet Server | Bartlett Hills Country Club | Bartlett, IL | 2021–Present Set up, serve, and support banquet events including weddings, corporate functions, and community gatherings.

VOLUNTEER EXPERIENCE

Spring Valley Nature Center & Heritage Farm | Schaumburg Park District | 2023–Present Assist with special events, conservation projects, and community engagement activities.

Public Action to Deliver Shelter (PADS) | Arlington Heights, IL | 2016–Present Serve as On-Site Manager and Dinner Shift Coordinator; oversee volunteers, manage guest intake, resolve issues, and coordinate meal service.

PROFESSIONAL AFFILIATIONS

- Illinois Parks and Recreation Association (IPRA)
- Facility Management Workshop Board of Regents (2023–2028)
- Facility Management Committee
- Risk Management Committee
- Suburban Parks and Recreation Association (SPRA)
- Showcase Co-Chair; President (2016, 2024); Secretary (2022–2024)
- Women in Leisure Services – Chi Chapter
- Itasca Friends of the Library – Treasurer (2025–2026), Secretary (2026)

CONFERENCES & TRAINING

- IPRA State Conference (2004–2013, 2020–2021, 2024)
- IPRA Professional Development School (2015–2016, 2018)
- IPRA Facility Management Workshop (2022–2025)
- PDRAM Risk Management Institute (2022–2024)

CERTIFICATIONS

- Ellis & Associates CPR/AED Instructor
- OSHA 10-Hour Certification
- First Aid, Preventing Disease Transmission
- Bassett & Food Handling
- Commercial Driver's License - Class B
- TRX Certified Instructor