

Amy Knesel

Greenbelt City Council Member Applicant

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Greenbelt, MD 20770

SKILLS

Verbal & Written Communication

Team Collaboration

Project Development & Management

Strategic Partnership

Community Service

Public Relations

EXPERIENCE

OPERATIONS MANAGER, Greenbelt, Maryland

FIT Strategic Consulting, LLC, September 2023–Present

- Manage daily operations and task tracking system.
- Assist CEO during weekly nonprofit coaching call.
- Provide administrative support to nonprofit clients.
- Develop comprehensive plans for short-term initiatives as well as long-term goals.

SECRETARY, Greenbelt, MD

Greenbelt Labor Day Festival, May 2019–Present

- Attend meetings, take minutes, and distribute notes.
- Assist with marketing and fundraising.
- Identify and onboard new volunteers.
- Additionally served as Information Day Coordinator from 2019-2023, working with groups in and around Greenbelt to showcase their organizations and services in the Roosevelt Center during Labor Day weekend.

GIRL SCOUT TROOP LEADER, Greenbelt, MD

Troop 23010 & 23021, September 2017–Present

- Encourage Scouts to take initiative by forming teams to tackle projects independently.
- Utilize positive reinforcement strategies when motivating participants during challenging tasks.
- Develop lesson plans for weekly meetings that emphasized leadership development, community service, and outdoor exploration.
- Foster an inclusive atmosphere within the troop by respecting individual differences.

OFFICE MANAGER, Greenbelt, MD

Friends of Greenbelt Theatre, November 2017–September 2023

Operations:

- Compiled and filed quarterly reports.

- Ensured compliance with all applicable laws, regulations, policies and procedures.
- Oversaw a year-long rebranding campaign.
- Planned and executed events and fundraising campaigns.
- Wrote and administered grants.

Marketing:

- Created and disseminated weekly newsletter.
- Managed social media channels.
- Assisted with the development of marketing and promotional materials.

Human Resources:

- Assisted in recruiting, onboarding and training new employees.
- Managed payroll and time off requests.
- Mediated staff conflicts.

Customer Service:

- Served as primary point of contact for all members and membership inquiries.
- Resolved customer inquiries and complaints with timeliness and professionalism.
- Processed and tracked membership payments and donations using a CRM.

Accounting:

- Generated invoices and handled all accounts receivable and payable.
- Monitored financials including daily cash reconciliation and weekly bank deposits.

COORDINATOR, Greenbelt, MD

Greenbelt Pumpkin Festival, May 2017–December 2022

- Secured a grant from the Greenbelt Community Foundation expanding the walk to three locations (Schrom Hills, Springhill Lake Recreation Center, Roosevelt Center/North Woods) in an effort to make the Pumpkin Walk an accessible event for everyone in Greenbelt.
- Collaborated with Greenbelt organizations (CHEARS, Forest Preserve Advisory Board, Greenbelt Public Works) to ensure safe and enjoyable events.
- Coordinated volunteers for all aspects of the festival.
- Used problem solving skills and community connection to work through challenges.

YOUTH SOCCER COACH, Greenbelt, MD

Greenbelt Soccer Alliance, March 2018–June 2022

- Communicated effectively with parents regarding game and practice schedules, expectations, and engagement opportunities.
- Created drills to improve individual player skills such as agility, speed, strength, balance, coordination and stamina.
- Maintained a positive learning environment that encouraged fun, teamwork, and respect among players.

TREASURER, Greenbelt, MD

Cub Scout Pack 202, September 2016–May 2018

- Maintained accurate records of all financial transactions, including cash receipts, disbursements, investments, transfers.
- Reconciled monthly bank statements and investments.
- Worked with the leadership team to develop an annual budget and future expense forecasting.

BOARD MEMBER & SPRING FAIR CHAIR, Greenbelt, MD

Greenbelt Elementary PTA, September 2015–June 2017

- Organized annual Spring Fair to serve as a community engagement event showcasing GES's programs and goals.
- Participated in board meetings to discuss school policies and issues, fundraising goals, and future endeavors.

HOSPITALITY CHAIR, Greenbelt, MD

Greenbelt Nursery School, October 2014–May 2016

- Coordinated and implemented staff appreciation events, bi-annual family gatherings, and open house.
- Drove substantial improvements in school operations by actively participating in and influencing board decisions.

VOLUNTEER, Greenbelt, MD

Greenbelt Mamas & Papas, January 2014–May 2015

- Organized weekly Rhythm & Rhyme Time, a free community program for infants/toddlers and their caregivers.
- Developed lesson plans and enrichment events.

EDUCATION

ASSOCIATE IN ARTS (A.A.), Rockville, MD

Montgomery College, May 2003