

# BETTSY MAIRENA

SENIOR RECREATION  
LEADER

## CONTACT

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(209) 676-1311



bettsymai@gmail.com



Tracy, California 95377

## CAREER OBJECTIVE

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Highly motivated professional with experience in clerical support, employee relations and customer service. Demonstrated ability to assess customer needs and provide assistance to the public. Proven track record of success in training and developing new coworkers, leading to improved job satisfaction and retention.

## EXPERIENCE

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August 2016 - Present

### **Recreation Leader**

City of Tracy, Tracy, California

-Greeted and assisted community members with membership registrations, program sign-ups, and facility rentals.

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Managed cash and credit card transactions with accuracy and timeliness, and answered phone and email inquiries in a professional and friendly manner. Trained new staff members on front desk procedures and protocols.

-Collaborated with program coordinators to develop and implement a variety of recreational programs for children and adults, including sports leagues, fitness classes, and arts and crafts workshops. Designed program flyers and brochures, created social media posts and website content, and maintained program registration data using ActiveNet software.

## EDUCATION

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December 2023

### **Bachelor Of Science (B.S.) In Business Administration**

California State University-East Bay, Hayward, California

### **Relevant Coursework**

- Human Resource Management
- Decision Science (Data Analytics)

## SKILLS

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- Skilled in Microsoft Office
- Customer Service Skills
- Staff Scheduling
- Daily Reporting
- Facility Operations
- Technical Assistance
- Clerical Support
- Coordinate Schedules
- Scheduling Events and Programs
- Enforcing Rules and Regulations

- Work and Task Assignment
- Computer Proficiency
- Friendly, Positive Attitude
- Group Discussions

## LANGUAGES

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- **English**  
Fluent
- **Spanish**  
Fluent

## REFERENCES

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**Monique Solario — City Of Tracy**  
**Recreation Leader 3** **Direct Supervisor**

(209) 855-1782

[monique.solario@cityoftracy.org](mailto:monique.solario@cityoftracy.org)