

Michele (Shelly) Bleckley

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CURRENT POSITION

Volunteer and Visitor Services Manager

Kirkland Museum of Fine & Decorative Art, Denver, CO, 2010-Present

- Supervise Visitor Services staff and volunteers while modeling excellent customer service
- Lead museum operations on weekends
- Act as buyer, merchandiser, and manager for museum shop
- Develop and maintain an online shop
- Improve museum safety and security operations
- Promote marketing opportunities for the museum shop and museum admissions including blogging, social media and traditional media
- Create budgeting plans for Visitor Services and Volunteer Services departments
- Support museum staff in event management
- Train volunteers on museum operations and the museum collection

PAST EMPLOYMENT

Volunteers of America Dining Coordinator

City of Englewood, Englewood, CO, 2008-2010

- Supervise, train and motivate volunteer corps of 25+ to serve 13,000 low-cost lunches per year to seniors
- Liaise between city staff and Volunteers of America staff, ensuring that standard procedures for both entities are followed
- Maintain accurate records and reports for VOA and city, and develop consistent reporting procedures using Microsoft Office Suite
- Supervise and exercise responsible cash handling procedures
- Track income, expenditures and grant funds using Excel
- Maintain inventory and order supplies
- Support recreation center staff in planning and executing special events and activities
- Develop and maintain Access database of registered diners
- Inspire and demonstrate high customer service standards in making reservations, serving meals, and referring diners to other support services
- Demonstrate and require the highest standards of health and safety
- Create an organized, calm and friendly working and dining environment

Graduate Development Intern

Institute for Environmental Solutions, Denver, CO, 2008

- Researched and implemented Salesforce Customer Service Management database to support increased donor acquisition
- Worked with the staff and board committee to build relationships with individual and corporate donors
- To support the creation of a more balanced development structure, joined the board fundraising committee in the development of a strategic fundraising plan

Box Office and House Manager

Paragon Theatre, Denver, CO, 2005-2008

- Recruited, hired, trained, supervised and supported box office and front of house staff and volunteers
- Performed as primary customer service representative for phone, box office and subscription sales
- Managed box office and front of house operations, including purchasing for concession sales, reconciling cash drawer and credit card sales, and preparing cash deposits and sales reports
- With the goal of simplifying box office operations and increasing ticket sales, implemented box office system conversion to the Vendini System, including online ticketing, live phone response, and new computer systems. Tickets sales growth was over 60% for the season.

EDUCATION

Master of Nonprofit Management

Regis University, Denver, CO

Completed: December 2008

Bachelor of Fine Arts

Emphasis: Theatre

College of Santa Fe, Santa Fe, NM

Completed: May 1983