

**CAROL FREDRICKSON**  
**16850 Sundance Dr.**  
**Morgan Hill, California 95037**  
**(408) 363-2343**

**OBJECTIVE:** to obtain a position where my skills, abilities and experience as a manager can be utilized. Continuing to be proactive, progressive and service oriented in an organization that fosters my passion in health and wellness.

**PROFESSIONAL EMPLOYMENT**

- 2/10-12/15 OPERATIONS UNIT MANAGER**  
**SANTA CLARA VALLEY WATER DISTRICT. 5750 Almaden Expressway**  
Management responsibilities and duties include:
- Manager position, supervise 40 staff with 7 direct reports and a 40 million dollar budget.
  - Manage and operator the Districts Watershed DOC for flood response.
  - Serve as staff on a variety of boards, focus groups and committees. Prepare and present staff reports and any other correspondence to other government agencies, boards, councils and the general public. Develop and implement performance measures, goals objectives, policies and priorities for assigned programs as well as administer policies and procedures.
  - Direct and participate in the development, negotiation and administration of contract services, monitor work of consultants, negotiate agreements and implement appropriate changes.
  - Select, train, motivate and evaluate personnel; provide or coordinate staff training; implement discipline procedures.
  - Develop and administrate the unit's annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies. Monitor and approve expenditures.
  - Respond to and resolve difficult and sensitive citizen inquiries and complaints.
  - Liaison with other units and outside agencies, negotiating and resolving sensitive and controversial issues.
- 4/07- 2/10 MANAGER OF OFFICE OF EMERGENCY AND SECURITY SERVICES**  
**SANTA CLARA VALLEY WATER DISTRICT. 5750 Almaden Expressway**  
Responsibilities and duties include:
- Responsible for developing and managing emergency operations district wide.
  - Maintain and prepare OES emergency response plans at an operational level.
  - Manage a district-wide emergency response training program to prepare the district for emergencies by providing training and exercising. Developing the District EOP/ ERP and supplemental response plans.
  - Develop and implement performance measures, goals objectives, policies and procedures for emergency operations in the event of an emergency.
  - Direct and participate in the development, negotiation and administration of contract services, monitor work of consultants, negotiate agreements and implement appropriate changes.
  - Liaison with other units and outside agencies, on emergency and security issues.
- 2/02-4/07 FIELD OPERATIONS UNIT MANAGER**  
**SANTA CLARA VALLEY WATER DISTRICT. 5750 Almaden Expressway**  
Management responsibilities and duties are the same as the above Field Operations Unit Manager; however, geographic area was different and supervised less staff.
- Responsibility for the operations, services and activities of two large watersheds, (2/3 of the county) including maintenance, planning and emergencies services.

1/94-2/02

**ENVIRONMENTAL ENFORCEMENT INSPECTOR/INVESTIGATOR,  
SUPERVISING ENVIRONMENTAL SPECIALIST  
CITY OF SAN JOSE. 801 North First Street Suite 207**

**Responsibilities and duties include:**

- Managed and administered the program that enforces the Federal Clean Water Act for the City of San Jose.
- Sworn Environmental Enforcement Public Official.
- Performed data base case management.
- Enforced municipal code compliance.
- Developed marketing plans for divisions outreach material and other public relation.
- Performed customer service relating to formal presentations as well as dealing with irate constituents.
- Performed problem solving on difficult program and project elements.
- Developed and authored Environmental Enforcement's policies and procedures.

1/92-1/94

**SENIOR PARK RANGER/PARKS FACILITIES SUPERVISOR  
CITY OF SAN JOSE. 801 North First Street Suite 207**

**Responsibilities and duties included:**

- Management level sworn peace officer.
- Administering all facets of park operations, including Park Rangers, recreation programs, facility maintenance and special events. Supervised open water swim program.
- Managed and directed programs of 30+ staff, hiring, training and disciplining.
- Prepared budget and administrated, revenue implementation, fee collection
- Implemented capital improvement projects.
- Contract management for park concessionaires.
- Facility safety programs and various other park administration projects.
- Developed an Enhanced Park Patrol Program which included neighborhood watch programs.
- Acted as liaison with citizen groups. Developed and fostered focus groups.
- Assessed feasibility of park development strategies and execute plans.

6/82 to 1/92

**PARK RANGER  
CITY OF SAN JOSE. 801 North First Street Suite 207**

**Responsibilities and duties included:**

- Provided lead direction to other park staff (maintenance and recreation).
- Primary interface with public and visitor services.
- Resource protection and conservation projects.
- Prepared and conducted presentations.

**EDUCATION**

2004-2005

**UNIVERSITY OF CALIFORNIA SANTA CRUZ EXTENSION, CUPERTINO  
Project Management, Certificate**

1979-1982

**SAN JOSE STATE UNIVERSITY, SAN JOSE CA.**

**Bachelor of Science in Business Administration. Academic emphasis in management.**

1976-1979

**WEST VALLEY COLLEGE, SARATOGA, CA.**

**Credits for Associate of Science in Parks Management.**

11/88- 3/89

**CRIMINAL JUSTICE TRAINING CENTER EVC, SAN JOSE, CA  
Reserve police officer training, appointed peace officer March 1989.**