



City of Ketchum

October 3, 2022

Mayor Bradshaw and City Councilors
City of Ketchum
Ketchum, Idaho

Mayor Bradshaw and City Councilors:

Recommendation to Appoint Trent Donat to Serve as City Clerk/Business Manager

Recommendation and Summary

The Mayor is recommending City Council confirm the appointment of Trent Donat as City Clerk through the adoption of the following motion:

"I move to confirm the appointment of Trent Donat as City Clerk."

The reasons for the recommendation are as follows:

- Title 50 of Idaho State Statute requires the designation of this position
- The city conducted an open and competitive recruitment process
- Mr. Donat was the preferred qualified candidate by the interview committee

Introduction and History

Chapter 2 of Title 50 of Idaho State Statute provides that the "Mayor shall appoint a city clerk, treasurer and city attorney" with the consent of the City Council. The previous city clerk has vacated the position and this appointment is necessary to ensure proper continuation of duties.

Sustainability Impact

There is no impact arising from this action.

Financial Impact

No financial impact related to this resolution.

Attachments:

Resume

PROFESSIONAL SUMMARY

- Certified Financial Planner (CFP®) for 19 years.
- Extensive relationship management experience working with operations, legal, compliance, risk, and marketing teams to resolve complex issues and to promote long-term product goals and initiatives.
- 2018-Current - One Empire Pass General Manager – Responsible for all aspects of owner/guest experiences, comprehensive building management, food & beverage services, and high-touch HOA management.
- 5 years' experience in the automotive industry including comprehensive sales, marketing, coaching, negotiation, and collaboration skills.
- Successful and motivated staff management experience in both the automotive and hospitality industries.
- Contract negotiation expertise, requiring the use of analytical skills and creativity to influence decisionmaking.
- Product management and cross selling skills honed with 10+ years of face-to-face client interaction.

EXPERIENCE

Natural Retreats

One Empire Pass General Manager, Park City, UT

December 2021 - Current

- Manage owner/guest relations, all aspects of food & beverage service, maintenance and operations, concierge, security, housekeeping, entertainment/event planning, building project management, ski valet services and extensive HOA management and HOA finances.
- Helped move Natural Retreats from one home to thirteen One Empire Pass homes under property management in 8 months.
- Manage and lead all HOA related management issues including running the HOA Board meetings and liaison for all internal and external business matters involving the HOA.
- Consistently exhibiting the highest standards of diligence, efficiency, integrity, and attention to detail leading to proper financial budgeting, bill pay, and cost structure for the One Empire Pass financial accounting.
- Manage housekeeping, maintenance, and food & beverage staff for One Empire Pass.
- Constantly building, strengthening, and nurturing outside vendor relationships and partnerships vital to the status, success, and upkeep of One Empire Pass.
- Operate all intricacies of daily ski season breakfast buffet and après ski food & beverage operations including planning, purchasing, and managing.
- Lead One Empire Pass contract negotiations and insurance settlements in conjunction with HOA attorney, insurance agency founding partner and HOA Board.
- Successfully and constantly problem solving for complex owner/guest concerns, issues, and situations.
- Magnify, maintain, and promote the look, feel and atmosphere of the One Empire Pass culture and owner community.
- Lead owner communications relating to HOA matters, building updates, building projects, disaster incidents and concierge services.

Deer Valley Resort

October 2016 – November 2021

One Empire Pass Resident/Property Manager, Park City, UT

May 2018 – November 2021

- Managed owner/guest relations, all aspects of food & beverage service, maintenance and operations, concierge, security, housekeeping, entertainment/event planning, building project management, ski valet services and extensive HOA management and HOA finances.
- Managed and led all HOA related management issues including running the HOA Board meetings and liaison for all internal and external business matters involving the HOA.
- Successfully spearheaded multiple building projects including new building warranty issues, final building inspection punch list, ski lounge remodel and \$1 million+ remediation.
- Partner with various Deer Valley departments including guest services, food & beverage, marketing, sales, housekeeping, and maintenance to deliver a premium luxury experience for One Empire Pass owners and guests.

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- Consistently exhibiting the highest standards of diligence, efficiency, integrity, and attention to detail leading to proper financial budgeting, bill pay, and cost structure for the One Empire Pass financial accounting.
- Operated all intricacies of daily ski season breakfast buffet and après ski food & beverage operations including planning, purchasing, serving, bartending, cleaning, and entertainment.
- Led One Empire Pass contract negotiations and insurance settlements in conjunction with HOA attorney, insurance agency founding partner and HOA Board.
- Successfully and constantly problem solved for complex owner/guest concerns, issues, and situations.
- Promoted and provided premier owner rental and property management services by teaming with Deer Valley guest services, maintenance, and housekeeping staffs.
- Magnified, maintained, and promoted the look, feel and atmosphere of the One Empire Pass culture and owner community.
- Led owner communications relating to HOA matters, building updates, building projects, disaster incidents and concierge services.

Guest Services Supervisor, Park City, UT

May 2017 – May 2018

- Led and supervised guest services and bell staff promoting teamwork, fun and a sense of humor while providing concierge, shuttle service, lift ticket sales, package receipt and delivery and all aspects of the guest/owner's stay at the Silver Baron Lodge.
- Recruited, hired, onboarded, coached, mentored, trained, and developed guest service and bell staff to promote a five-star experience for the Silver Baron Lodge guests and owners.
- Conducted mid-season and end-of-season job performance reviews for guest services.
- Drafted, finalized, communicated, and handled all aspects of guest services and bell staff weekly schedule with a close eye on occupancy and budget forecast.
- Managed supply inventory and supply management for guest services and bell teams.
- Resolved proactively difficult owner and guest issues using empathy and respect to build a long-term owner/guest experience showcasing the Deer Valley Difference.
- Directed and worked with outside vendors and realtors to ensure a positive and proactive guest and owner experience promoting the benefits and guest experience of the Silver Baron Lodge.
- Trained and ensured proficiency with the following Guest Services systems: Maestro, Fred, Norm, Kipsu, Saflok, Manager Plus, 3CX, Gmail, MS Excel, and MS Word. Along with understanding and following emergency procedures.

Skier Services Lead, Park City, UT

October 2016 – April 2017

- Supervised skier services sales staff offering ski lessons, ski rentals, childcare and lift tickets.
- Managed an average of \$10-30K in daily sales, accounting accuracy, cash banks, agent accuracy and overall efficiency of the skier services location.
- Handled guest problems to find quick resolution while maintaining the Deer Valley Difference.
- Conducted agent 45-day and end-of-season evaluations.
- Collaborated as a team leader in cooperation with other Leads and Supervisors fostering teamwork and fun work environment.
- Trained new and returning agents on sales processes, computer training and guest services.
- Coached, mentored, and developed sales agents to promote growth in leadership team along with tracking employee job performance.

Wells Fargo Advisors

June 1999 – October 2016

Financial Advisor, Salt Lake City, UT

December 2013 – October 2016

- Built book of business using financial planning strategies and advisory solutions in retail bank environment.
- Consistently partnered, coached and cross-sold successfully in the Community Bank.
- Managed 375+ client accounts and over \$20 million in AUM.

Senior Relationship Manager, Investment Advisory and Products Group, St. Louis, MO

February 2008 - November 2013

- Managed day-to-day, comprehensive relationships with 50+ strategic, asset management partner firms.
- Spearheaded negotiation and completion of all contracts associated with 50+ strategic partners including dealer, networking, omnibus, revenue sharing, product/platform, and miscellaneous agreements.
- Negotiated Omnibus contracts to meet deadlines for Omnibus conversions, which now account for \$250 million in annual revenues.
- Directed and led project to convert 125 strategic partner firms to the Bank of New York Omnibus SuRPAS platform involving legal, product, risk, compliance, operations, contract employees and outside partners.
- Coordinating and collaborating project team (including legal, risk, compliance, IT and communications) to implement new process and remediation relating to specific client accounts and service fees.
- Financial oversight of national meeting sponsorship dollars corresponding to 8 strategic, asset management partner firms.
- Guided project involving Omnibus deconversions for approximately 216 partner firms from the Prudential Omnibus platform to the Level 3 Networking environment.

Strategic Relationship Manager

July 2005 – January 2008

- Managed and orchestrated overall sales and marketing relationships with 15 key strategic partners.
- Led IRA committee comprised of Managed Products and Private Client Services' team members with primary goal of increasing IRA Rollover business for Financial Advisors.
- Selected to coach new Financial Advisors on building successful practices using Managed Products' services, products and advisory solutions.
- Presented advisory solutions to high net worth individuals as part of the Valued Investor Program and trained Financial Advisors on Managed Product and Private Client Services' initiatives via Edwards Information Network, Virtual Exchanges and live presentations.

Marketing Associate, Insurance and Alternative Investments

March 2003 – June 2005

- Developed and presented marketing plans and sales strategies for Financial Advisors to increase insurance and alternative investment sales.
- Presented insurance and alternative investment strategies to high net worth individuals as part of the Valued Investor Program and trained Financial Advisors at all levels on insurance solutions.

Financial Advisor, Indianapolis, IN

June 1999 – February 2003

- Built book of business using financial planning strategies and advisory solutions managing over 220 accounts.

Gwinnett Place Honda

August 1994 – May 1999

Owner Relations Director, Atlanta, GA

January 1998 – May 1999

- Conceived, organized and implemented Owner Relations Department including hiring, training, managing and evaluating department personnel.
- Exceeded Honda's dealership objective for customer satisfaction by 1.5 percentage points.

Business Manager

August 1997 – January 1998

- Led New Car Finance Department in November/December yielding over \$80,000 in gross profit for dealership.
- Achieved gross profit increase of 150% and revenue per car increase of 50% from starting position in August.

Internet/Fleet Manager

May 1997 – July 1997

- Set Internet/Fleet record month with over 46 vehicles sold for dealership.
- Managed and trained Internet sales personnel.

Sales/Leasing Consultant

August 1994 – April 1997

- Generated over \$300,000 in gross profit for dealership in 1995 and 1996 and achieved Hendrick's Presidents Club and Honda Gold levels of achievement.
- Ranked No. 2 in sales in 1996 out of 494 salespeople for the Hendrick's Import Group (parent company).
- Attained highest Customer Satisfaction Index (99.2%) in New Car Department for 1996.

Electronic Data Systems

January 1991 – July 1994

Business Analyst, Blue Cross Blue Shield, Boston, MA

December 1993 – July 1994

- Directed and led General Electric Drug Business Implementation designed to improve medical benefits process.
- Saved 250 employee-hours/week by identifying problems and determining corrective actions on reporting project with team.

Customer Service Representative, SAAB Cars USA, Atlanta, GA

March 1992 – November 1993

- Created and implemented the Saab Customer Assistance Center with new account team.
- Negotiated Saab owner satisfaction between owner, dealer, and field personnel.
- Mediated customer cases involving state Better Business Bureaus and consumer protection agencies.

Customer Relations Manager, GMC Truck, Detroit, MI

January 1991 – March 1992

- Administered \$1.5 million in warranty and policy monies with three-person team.
- Facilitated regional meetings with dealership service management.
- Negotiated customer vehicle buybacks including consultation with attorneys on state Lemon Law cases.

EDUCATION

Kelley School of Business - Bachelor of Science with Honors in Marketing

Indiana University, *Bloomington, IN*

PROFESSIONAL CERTIFICATIONS/LICENSES

- Certified Financial Planner – CFP®
- Utah Life Insurance

ADDITIONAL TRAINING AND LEADERSHIP ACTIVITIES

- Selected to present Excellence in Service with lodging team to new Deer Valley staff members and promote the 10 commandments of Excellence in Service to the lodging division.
- Member of the Deer Valley recruiting team responsible for recruiting next generation of Deer Valley talent.
- MS 150 Team Captain, 2007 – 2013 – Managed team and event activities including food and beverage requirements for this annual two-day ride.
- Wells Fargo Advisors College of Risk Undergraduate, April 2010 – November 2013.
- Healthy Living Committee – Corporate initiative to improve the health and well-being of team members of WFA.
- President Elect and Board Member with Rotary Club of Northeast Indianapolis.