

JASON NAU

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SUMMARY

Dynamic and ethical leader with a unique background in local government, tourism development, and commercial recreation. Stellar track record of producing complex and high-quality analytical support, and project management for Executive Staff and elected officials. Bilingual in English and Spanish.

PROFESSIONAL EXPERIENCE

Director of Tourism & Recreation

2015 – 2020

Oahu Private Tours, Honolulu, HI

- Collaborated with city, county, and state governments on tourism reform development
- Hired, managed, and trained a team of 10 FTE, 5 PTE, and two 1099 subcontractors
- Maintained a 99% customer satisfaction rating, with 1,500+ reviews on social media platforms
- Planned and responsible for 4,000+ customizable tour experiences for 12,000+ guests
- Marketed a social media campaign to increase organic website visitor traffic by 50%

Assistant to the City Manager

2012 – 2015

City of West Valley City, UT

- Created a Capital Improvements Strategic Plan for Police, Fire, and Parks Departments
- Founded the city's Public Relations Department and created goal directives for director and staff
- Directed the new Chief of Police hiring process by creating recruitment plan and vetting candidates
- Assisted the ACM in oversight of Arts & Culture Division with 9 FTEs and a \$1.2M operating budget
- Tasked with presenting special projects and assignments in city council meetings and public forums
- Point person in City Manager's Office for initial development for ad hoc tasks and projects

City Management Analyst

2011 – 2012

International City Managers Association

- *City of Surprise, AZ:* Built a Recreation Center Needs Assessment through community focus groups
- *Wasatch County, UT:* Created a Business Retention Program and a quarterly small business seminar
- *City of Woodland Hills, UT:* Found \$40,000 in savings after trash collection contracts analysis
- *East Central Community Council, SLC, UT:* Developed a strategic plan for a ten-block historic district

Volunteer Services Manager

2010 – 2011

City of Provo, UT

- Established a resident-driven volunteer program amassing 1,000+ volunteers monthly
- Managed and supervised service projects for groups of 200+ volunteers and residents
- Collaborated with three neighboring universities to establish a robust volunteer network
- Worked alongside elected officials on special events and media coverage of projects

Assistant Golf Course Manager

2008 – 2010

American Golf, Kaneohe, HI

- Managed all budgeting for courses and management of rental/event facilities
 - Directed all aspects of Golf Operations including tournament activities and guest relations
 - Oversaw the Food and Beverage budget and operations for a banquet hall and snack shacks
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EDUCATION

Master of Public Administration (2013)
Local Government Management
Brigham Young University, Provo, UT

Bachelor of Science (2009)
Recreation Management & Youth Leadership
Brigham Young University, Provo, UT