

# CONCORD STATION

COMMUNITY DEVELOPMENT DISTRICT



## ADVANCED SPECIAL MEETING PACKAGE

### SPECIAL MEETING

#### DATE / TIME:

Tuesday, July 29, 2025

6:30 P.M.

#### LOCATION:

Concord Station Clubhouse

18636 Mentmore Blvd.

Land O' Lakes, FL 34638



*Note: The Advanced Meeting Package is a working document and thus all materials are considered **DRAFTS** prior to presentation and Board acceptance, approval, or adoption.*

**CONCORD STATION  
COMMUNITY DEVELOPMENT DISTRICT**

**c/o Anchor Stone  
255 Primera Boulevard, Suite 160  
Lake Mary, FL 32746**



Board of Supervisors  
**Concord Station Community Development District**

Dear Supervisors:

A Special Meeting of the Board of Supervisors of the Concord Station Community Development District is scheduled for **Tuesday, July 29 , 2025, at 6:30 P.M.** at the **Concord Station CDD, Concord Station Clubhouse, 18636 Mentmore Blvd., Land O' Lakes, FL 34638.**

The advanced copy of the agenda for the special meeting is attached along with associated documentation for your review and consideration. Any additional support material will be distributed at the meeting.

The agenda items are for immediate business purposes and for the health and safety of the community. Staff will present any reports at the meeting. If you have any questions, please contact me. I look forward to seeing you there.

Sincerely,

*Patricia Thibault*

Patricia Thibault  
District Manager

CC: Attorney  
Engineer  
District Records



**District:** CONCORD STATION COMMUNITY DEVELOPMENT DISTRICT

**Date of Meeting:** Tuesday, July 29, 2025

**Time:** 6:30 P.M.

**Location:** Concord Station Clubhouse  
18636 Mentmore Blvd.  
Land O' Lakes, FL 34638

**TEAMS:**

[LINK TO MEETING](#)

Meeting ID: 213 262 668 241 3

Passcode: 22De28iP

**CALL IN:**

**+1 (323) 538-4434**

Phone conference ID: 839 060 213#

**Mute/Unmute: \*6**

## ***Special Meeting Agenda***

*For the full agenda packet, please contact [ConcordStation@AnchorStoneMgt.com](mailto:ConcordStation@AnchorStoneMgt.com)*

**I. Call to Order / Roll Call**

**II. Audience Comments –** *(limited to 3 minutes per individual on agenda items)*

**III. Consideration for Approval**

❖ Offer Letter to Faith Nieto

[EXHIBIT 1](#)

❖ Offer Letter to Lauren Brown

[EXHIBIT 2](#)

**IV. Consideration of Resumes/Proposals for Amenity Manager**

❖ Presentation and Discussion of Salary Analysis

[EXHIBIT 3](#)

❖ Resume of Dawne M. Davis

[EXHIBIT 4](#)

❖ Resume of John Curtis

[EXHIBIT 5](#)

❖ Resume of Michael LaBoy

[EXHIBIT 6](#)

❖ Proposal: JCS Solutions

[EXHIBIT 7](#)

**V. Audience Comments – New Business –** *(limited to 3 minutes per individual)*

**VI. Supervisor Requests**

**VII. Adjournment**

EXHIBIT 1

[RETURN TO AGENDA](#)





Concord Station CDD  
18636 Mentmore Blvd  
Land O Lakes, FL 34638

July 11, 2025

Faith N. Nieto  
Via email at: fnnieto0z@gmail.com

**Re: Offer of Employment**

Dear ~~Laurel~~ <sup>Faith</sup>,

The Board of Supervisors of the Concord Station Community Development District (the "Concord Station CDD") is pleased to offer you the position of Clubhouse Part-time Concierge at the Concord Station CDD contingent upon board approval at the August 14, 2025, regular board meeting. We believe your experience and enthusiasm will make a valuable contribution to our team.

### Compensation and Benefits

Hourly Rate  
- \$16.50 USD

### Terms of Employment

This letter outlines the terms of your offer and does not constitute a contract of employment. Employment with Concord Station CDD is "at-will," meaning either party may terminate the relationship at any time for any reason.

**Title:** Clubhouse Part-time Concierge  
**Compensation Type:** Hourly  
**Exempt Classification:** Non-Exempt  
**Employment Status:** Part-time, regular employee  
**Employment Start Date:** July 5, 2025

To accept this offer, please sign and return this letter by Tuesday July 15, 2025.

We are excited to welcome you aboard and look forward to working together.

Sincerely,

Randall W. Griffin  
Vice-Chairman of Concord Station CDD  
and Amenity's Liaison

## Concord Station CDD

### Job Description – Clubhouse Part-time Concierge

Reporting To: Clubhouse Manager

Location: On-site at 18636 Mentmore Blvd, Land O Lakes, FL 34638

Business Hours: To Be Determined by Clubhouse Manager

#### Key Responsibilities:

- Represent the Concord Station CDD professionally in appearance and conduct
- Assist in planning and managing community events
- Build and manage relationships with residents, guests, and vendors
- Assist in keeping the Clubhouse clean, orderly and maintained
- Assist Clubhouse Manager in clubhouse duties
- Complete and maintain all necessary reports as directed by Clubhouse Manager
- Participate in meetings and stay current on industry trends
- Support team members as needed
- Maintain personal vehicle and insurance (if required for the role)
- Submit pre-approved business expenses for reimbursement
- Read, understand, and abide with written Concord Station CDD Policies & Procedures

This job description may be updated at the Concord Station CDD's discretion. Please note that the information included in this letter is as of the date of this letter, it may not be fully inclusive of all benefits and is subject to change. Please refer to the Employee Policies and Procedures, as they may be amended from time to time, for any questions related to your employment or for details related to your benefits.

#### Acknowledgment Instructions:

By acknowledging this letter, you agree that the above summary does not conflict with any expectations or understandings you have with respect to your employment.

Signature: Faith N. Nieto

Faith N. Nieto

Date: 7/16/2025

EXHIBIT 2

[RETURN TO AGENDA](#)



Concord Station CDD  
18636 Mentmore Blvd  
Land O Lakes, FL 34638

July 11, 2025

Lauren E. Brown  
Via email at: laurenb9013@gmail.com

**Re: Offer of Employment**

Dear Lauren,

The Board of Supervisors of the Concord Station Community Development District (the "**Concord Station CDD**") is pleased to offer you the position of Clubhouse Part-time Concierge at the Concord Station CDD contingent upon board approval at the August 14, 2025, regular board meeting. We believe your experience and enthusiasm will make a valuable contribution to our team.

**Compensation and Benefits**

Hourly Rate  
- \$15.00 USD

**Terms of Employment**

This letter outlines the terms of your offer and does not constitute a contract of employment. Employment with Concord Station CDD is "at-will," meaning either party may terminate the relationship at any time for any reason.

**Title:** Clubhouse Part-time Concierge  
**Compensation Type:** Hourly  
**Exempt Classification:** Non-Exempt  
**Employment Status:** Part-time, regular employee  
**Employment Start Date:** June 13, 2025

To accept this offer, please sign and return this letter by Tuesday July 15, 2025.

We are excited to welcome you aboard and look forward to working together.

Sincerely,

Randall W. Griffin  
Vice-Chairman of Concord Station CDD  
and Amenity's Liaison

**Concord Station CDD**  
**Job Description – Clubhouse Part-time Concierge**

Reporting To: Clubhouse Manager

Location: On-site at 18636 Mentmore Blvd, Land O Lakes, FL 34638

Business Hours: To Be Determined by Clubhouse Manager

**Key Responsibilities:**

- Represent the Concord Station CDD professionally in appearance and conduct
- Assist in planning and managing community events
- Build and manage relationships with residents, guests, and vendors
- Assist in keeping the Clubhouse clean, orderly and maintained
- Assist Clubhouse Manager in clubhouse duties
- Complete and maintain all necessary reports as directed by Clubhouse Manager
- Participate in meetings and stay current on industry trends
- Support team members as needed
- Maintain personal vehicle and insurance (if required for the role)
- Submit pre-approved business expenses for reimbursement
- Read, understand, and abide with written Concord Station CDD Policies & Procedures

This job description may be updated at the Concord Station CDD's discretion. Please note that the information included in this letter is as of the date of this letter, it may not be fully inclusive of all benefits and is subject to change. Please refer to the Employee Policies and Procedures, as they may be amended from time to time, for any questions related to your employment or for details related to your benefits.

**Acknowledgment Instructions:**

By acknowledging this letter, you agree that the above summary does not conflict with any expectations or understandings you have with respect to your employment.

Signature: Lauren Brown  
Lauren E. Brown

Date: 07/14/2025

EXHIBIT 3

[RETURN TO AGENDA](#)



# CONCORD STATION

## COMMUNITY DEVELOPMENT DISTRICT

### PAYROLL BURDEN

		Week	FY 2026				
Amenity Center	Status	Work Hours	Salary	Burden	4% Increase - July - Sept	Insurance	Total
	Manager	Full Time	\$ 80,000.00	20%	\$ 3,200.00	\$ 4,200.00	\$ 103,400.00
	Supervisor	Full Time	\$ 48,000.00	20%	\$ 1,920.00	\$ 4,200.00	\$ 63,720.00
	Part Time	Hourly - \$15.00 28	\$ 21,840.00	20%	\$ 873.60	\$ -	\$ 27,081.60
	Part Time	Hourly - \$16.50 28	\$ 24,024.00	20%	\$ 960.96	\$ -	\$ 29,789.76
							\$ 223,991.36
Maintenance							
Maintenance	Full Time		\$ 70,000.00	20%		\$ 4,200.00	\$ 88,200.00
							Total \$ 312,191.36
							Budget \$ 332,020.00
							Below Budget \$ 19,828.64

Burden includes all taxes for FICA, FUTA, SUTA, and Workers Comp  
Burden Includes Cell Phone for Manager and Maintenance





EXHIBIT 4

[RETURN TO AGENDA](#)





# Dawne M. Davis

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**19118 Beatrice Lane | Land O' Lakes, FL 34638**

Phone: 727-272-7119 | Email: [dawnemdavis@icloud.com](mailto:dawnemdavis@icloud.com)

<https://www.linkedin.com/in/dawne-davis-1b67056/>

## Objective

Dynamic and results-driven professional with a passion for building innovative solutions that enhance client satisfaction and operational efficiency. I am a strategic leader with extensive experience in digital solutions, risk compliance, and member resolution, seeking to leverage expertise in driving process improvements, team development, and customer-focused initiatives to contribute to a forward-thinking organization. Analyzing details from all angles to make sure it makes sense for everyone is imperative.

## Professional Experience

### Superior Choice Credit Union

Digital Solutions Director | Vice President Member Resolution | Vice President Digital Solutions & Risk Compliance

February 2023 – May 2025

- Spearheaded the successful implementation and management of a new online banking platform, significantly improving user experience and operational efficiencies.
- Played a key role in restructuring and enhancing the efficiency of the collections team.
- Led a fraud department responsible for handling card disputes, fraud monitoring, and compliance reporting.

### GTE Financial

District Manager | Community Financial Center Manager

August 2011 – January 2023

- Developed and executed strategies that increased member engagement and improved branch performance.
- Led recruitment and talent development efforts, driving improved productivity and overall team effectiveness.
- Championed the testing, implementation, and communication of changes to internal processes and procedures.
- Coached and evaluated branch leadership to ensure growth, performance improvement, and alignment with organizational goals.
- Conducted community outreach initiatives, establishing new partnerships and driving the growth of new business.

- Oversaw the origination, underwriting, and closing of consumer, credit card, mortgage, and home equity loans.

### **TIB Bank (n/k/a Capital Bank, N.A.)**

Vice President – Indirect Loan Servicing & Collection | Assistant Vice President – Indirect Customer Service

August 2004 – July 2011

- Managed a team responsible for indirect auto loan servicing, collections, and customer service, overseeing productivity and performance reporting for senior management.
- Developed and implemented comprehensive training manuals for both collections and customer service teams, improving operational efficiency and customer satisfaction.
- Successfully managed monthly losses, including charge-offs and repossessions.
- Led the transition of all collection responsibilities from an external vendor to an internal department, overseeing an \$80 million auto loan portfolio.
- Enhanced customer service processes and reduced response times by implementing new policies and procedures.
- Managed relationships with third-party vendors and internal teams to ensure streamlined operations.

### **First National Bank of Florida**

Customer Service Representative | Debit & Credit Card Representative | Administrative Assistant – Collection & Indirect

June 1998 – August 2004

- Recovered over \$1 million in deficiencies through Small Claims Court proceedings.
- Processed payments and loan maintenance requests efficiently, contributing to a smooth loan servicing experience.
- Managed card dispute processes and handled customer inquiries, ensuring prompt and accurate responses.
- Managed the bank's plastic card inventory and provided support in daily operations for the call center and switchboard.

### **Skills & Certifications**

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Experience with WIKI Knowledge Management System
- Knowledge of DNA/OSI Core Operating System
- Strong leadership, team development, and communication skills
- Expertise in process optimization, member engagement, and risk compliance
- Effective in managing cross-functional teams and collaborating with stakeholders

EXHIBIT 5

[RETURN TO AGENDA](#)



## JOHN CURTIS

- 10+ years of hands-on management experience
- Knowledge of multiple different Property Management and accounting Systems.
- • Licensed Community Association Manager.
- • A passion to learn and to increase my skills.

Dear Hiring Manager,

I am writing to express my interest in the Property Manager position. With a year of experience as a licensed Community Association Manager (LCAM) and over 10 years of leadership experience as a Hotel General Manager, I am confident that my unique skill set in property operations, customer service, and team management will make me a valuable asset to your team.

In my role as an LCAM, I have gained a solid understanding of property management, including overseeing day-to-day operations, managing budgets, coordinating maintenance, and working closely with homeowners and the Board of Directors to address their needs. My ability to balance owner relations with operational demands, while ensuring compliance with property regulations, has proven to be a strong asset in my transition from hospitality to property management.

Prior to becoming an LCAM, my career as a Hotel General Manager provided me with an in-depth understanding of high-stakes property management, from managing diverse teams and ensuring guest satisfaction to driving profitability and overseeing facility operations. I have successfully managed multimillion-dollar budgets, streamlined operations for efficiency, and maintained a focus on delivering exceptional service—skills I now apply to property management to ensure the success of every community I oversee.

I am eager to continue building on my experience in this field and would love to contribute to the success of your properties.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experience can contribute to your team.

Sincerely,

John Curtis

[Johncurtis1515@gmail.com](mailto:Johncurtis1515@gmail.com)

(727) 777 8657



## **Licensed Community Association Manager (LCAM)**

Harbeck Hospitality

March 2024 to Present

- Maintain and implement current knowledge of state regulatory agency statutes and the community's documents, policies, and procedures. Ensure property improvement and maintenance of common areas. Prepare for and conduct association meetings. Process violations, work orders, and architectural control applications.
- Routine compliance inspections to ensure homeowners were meeting criteria documented in the Rules and Regulations.
- Routine inspections of common ground and amenities to ensure vendors are compliant with contracts, look for items in need of repair (tot lot equipment), park stations properly emptied, etc. Issue work order to appropriate vendor as needed.
- Review monthly community financials in order to monitor the financial health of a community, along with yearly preparation of a proposed budget for Board presentation.
- Approve invoices such as common ground utilities, vendor monthly maintenance and work outside the scope of a signed contract.
- Gather pertinent information to submit an RFP for vendor bidding for Board presentation.
- Prepare mailers - Annual, Budget and other various meeting notices.
- Attend Board of Directors and Membership meetings, per contract. Prepare a detailed Agenda and Board package for the Board of Directors to utilize during each meeting.
- Review ARB applications to ensure the request is in compliance with the documents and/or guidelines of the community.
- Routine community updates to owners via email blasts.
- Yield emails and phone calls from Board members and owners alike to assist in answering their questions or concerns.
- Submit gate requests received to appropriate vendor. Issue vehicle stickers, fobs, entry cards and manual entry codes to owners. Collect payments and provide To Accounting team for posting.

## **General Manager (GM)**

Fairfield Inn and Suites by Marriott - Maverick - Wesley Chapel, FL

October 2023 to March 2024

- Ensures compliance with company/franchise standards for personnel administration and performance, service to patrons, and room rates.
- Delegates authority and assigns responsibility to all employees; supervises work activities of all employees.
- Ensures staff receive proper training for each position, including safety training and standard operating procedures.
- Allocates funds, authorizes expenditures, and assists the Area Director in budget planning.
- Monitors cost controls regularly
- Performs duties of a Sales and Marketing manager including making marketing calls; attending community business functions; working with travel agents and direct bill accounts; and coordinating sales promotions
- Inspects guests' rooms, public access areas, and outside grounds for cleanliness and appearance.
- Answers patrons' complaints and resolves problems to maintain Guest Satisfaction
- Handles and resolves employee issues.
- Conducts annual wage scale surveys and ensures employee wages follow wage and salary guidelines.
- Adheres to all franchise and company procedures and regulations as well as standard operating procedures.
- Ensures bank deposits are made daily, including weekends and holidays.
- Ensures employee paperwork, work schedules, and payroll are completed and submitted promptly.
- Audits daily reports and processes monthly paperwork
- Orders supplies, and equipment as needed and by company procedures.
- Available 24/7 with reliable transportation

## **General Manager (GM)**

Hampton Inn by Hilton - Maverick - Crystal River, FL

February 2023 to October 2023

- Hotel Management
- Team Building
- Cost Containment
- Facilities Management
- Staff Training
- Guest Relations
- Customer Service
- Quality Assurance
- P&L Management
- Developed strategic plans for optimized productivity.
- Reviewed and improved organizational effectiveness by developing processes, overseeing employees, establishing a highly motivated work environment, and creating innovative approaches for improvement.
- Upheld standards of excellence and soaring quality.
- Sought out opportunities for expansion and growth by developing new business relationships.
- Oversee day-to-day operations, assigning weekly performance goals and assuring their completion, while accomplishing your own goals
- Recruit, onboard, and train high-performing employees to achieve sales, profitability, market share, and business plan objectives. Maintain project timelines to ensure tasks are accomplished on time.
- Establish budgeted goals for all departments of the Hotel.
- Promote guest satisfaction to obtain repeat business in leisure and business markets.

## **Assistant General Manager (AGM)**

Residence Inn by Marriott - Tampa, FL

November 2021 to February 2023

- Hands-on hospitality leadership role where the Hotel Assistant General Manager works closely with the Hotel General Manager to oversee and guide the total operations of the property.
- Reporting to the Hotel General Manager, the Hotel Assistant General Manager is responsible for maintaining the highest level of ethical leadership to lead the property to achieve its business goals.
- Responsible for assisting with the overall performance of the property's operations, including (but not limited to) guest satisfaction, brand quality assurance, budget, and labor.
- Train fellow associates as it relates to brand and company standards to maximize revenue and reinforce superior service culture.
- Responsible for maintaining compliance and remaining up to date on new initiatives for the brand and company.
- Inspect and oversee that safety and security standards are being upheld.
- Support guest experience and satisfaction in all operations.
- Work closely with corporate teams in Human Resources, Accounting, Revenue Management, and Sales to ensure that property and company goals are achieved.

**Hotel General Manager**

Vista Inn on Lake Tarpon - Palm Harbor, FL

July 2021 to October 2022

- Manage all aspects of the hotel environment through a team of assistant managers and service members.
- Contributes to the successful development of the Hotel Staff
- Builds and maintains relationships with key Clients. Creates and solicits new business through innovative means.
- Offer guests assistance whenever possible.
- Onboard inventory management and meeting the food and alcohol budget.
- Process financial transactions and manage the business office.
- Keeping brand leadership team, owners, and above property stakeholders updated on property performance in the areas of financials, guest satisfaction, and associate engagement.
- Providing timely real-time feedback to management, and hourly associates on service and operational standards
- Working with the Regional Sales office (RSO) to implement sales strategy for the property (e.g., goal setting, setting rates, etc.)
- Developing innovative means for capturing new streams of revenue through property amenities

**Hotel General Manager**

Vista Inn & Suites - Tampa, FL

November 2015 to July 2021

- Responsible for budgets, timelines, staffing, training, sales, and marketing
- Oversee employees to ensure quality services.
- Researched and selected new products and inventory.
- Managed a hotel with 140 rooms.
- Planned daily operations and managed staff.
- Consistently met and exceeded revenue targets.
- Managed payroll and capital investments in the property
- Increased overall Quality Assurance and Guest Satisfaction results.
- Facilitated necessary internal meetings.
- Prepared status reports to ensure project tasks and sales goals were completed accordingly.
- Created and established a training to enhance employee knowledge of COVID-19 best practices.
- Held and trained hotel staff on hotel human trafficking awareness required by the State of Florida Restaurant and Lodging Association.

EXHIBIT 6

[RETURN TO AGENDA](#)







# Michael LaBoy

MANAGER

## Details

5856 Berta Cir, Tampa, Florida  
33617, United States  
5853710263  
[mikelaboy14@gmail.com](mailto:mikelaboy14@gmail.com)

## Skills

Operations Management

HR Management

Coaching and Mentoring

SOP's/Process Improvements

Business Development  
Management

Client Relationship Management

Marketing Management

Profit + Losses Management

Hardware + Software's

Sales

## Profile

Highly accomplished management professional with experience in regional-level operations and 10 years of experience in driving operational excellence across diverse sectors. Prior sergeant in the U.S. Army Honor Guard, Commandant's BLC Graduate, ROTC Cadet and current M.B.A Candidate.

Expertise lies in operations management, HR management, and business development. Proven ability to create standard operating procedures and implementations to improve processes. Demonstrated success in developing teams and managing client relationships to achieve significant revenue increases.

## Employment History

### Territory Sales Manager at Fastest Labs, Tampa, FL

DECEMBER 2024 — APRIL 2025

- Created and implemented SOP's and sales processes for multi-location franchise covering the Tampa Bay area.
- Managed sales efforts to increase revenue and client base. Built a book of business and increased sales by 300% for locations.
- Handled entire sales process from outreach, meetings, drafting contracts, closing, and client relationship management to gain 8 new clients on top of 10 existing clients.

### Branch/Hiring Manager at Propios LLC, Rochester, NY

FEBRUARY 2024 — AUGUST 2024

- Operated as a hiring and branch manager for a staffing firm managing all hiring process and operations management for temp hires onsite within a clients printing warehouse.
- Developed and implemented SOP's for hiring, HR, and operations within the clients processes as well as the internal firms hiring processes. Managed hiring for 4 sections of the warehouse covering all shifts.
- Created and ran an orientation that ran 6 times a week averaging 200 prospects weekly and 50 new hires weekly.
- Increased retention for staffing firm to 80% and 100% for the client that converted temps to full-time employees.

### Area Manager at Diligent Robotics, Rochester, NY + Pontiac, MI

AUGUST 2023 — FEBRUARY 2024

- Managed implementation, business development, operations, and client relations for 3 new hospitals using Diligent's AI robot services. This covered NY and Michigan working with Rochester Regional Health and Trinity Health covering a total of 160 departments.
- Created SOP's and process improvements for each hospital resulting in over 100% increase in utilization. This resulted in all 3 hospitals being within the top 5 performers of the company increasing revenue over \$1,000,000 each hospital.
- Analyzed utilization data to improve each task and project resulting in higher client satisfaction and creating quicker task times with less failures.
- Managed all internal HR operations including hiring, training, payroll, scheduling, promotions, and terminations.

### Lab Manager (Contract) at Rochester Optical, Rochester, NY

MAY 2023 — AUGUST 2023

- Supervisor for the finish department within an optical laboratory that manufactures eye wear covering all 50 states with an average output of 250 pairs daily. Contracted to create and implement SOP's, process improvements, train employees, and handle operations to ensure retention and proficiency was high and breakage and losses were low.
- Managed all breakages and customer returns resulting in a 50% decrease with finish breakage saving thousands of dollars in loss and increased personalized training.
- Ensured over \$1,000,000 of equipment was properly operated and maintained by creating a maintenance schedule and cross training.
- Created a tracking system and reorganization of the finish department allowing all jobs to be individually tracked by operator and station resulting in higher individual output, quicker delivery times, and the

ability to track internal problems at the source.

### **ROTC Cadet at SUNY Brockport ROTC, Brockport, NY**

AUGUST 2020 – MAY 2023

- I studied business administration and management for 3 years at SUNY Brockport while training to become an Army Officer.
- During this time, I was a ROTC Cadet studying leadership and military officer training while using my prior service experience to help run the battalion and train fellow cadets.
- I was the marketing manager and event planner for the battalion assisting with fundraising, recruitment, operations, and coaching/mentoring fellow cadets.

### **Department Director at U.S. Army, San Antonio, TX**

APRIL 2018 – AUGUST 2020

- Managed all production of eye wear within a military optical laboratory covering over 100 clinics spread out over the south-east of the United States. Led, managed, and developed 14 soldiers and 40 contract civilians.
- Ensured proper production, safety, and management of over \$1,000,000 of equipment and a daily output of 2,000 jobs a day resulting in under a 2% breakage.
- Served as the unit's operations manager tracking over 60 personnel, maintaining mandatory training, counseling, record updates, and all customer interactions (returns, VIP, tours, etc.).
- Served many special duties within BAMC, the largest DOD hospital in the world. Special duties included: Battle NCO, Fitness Trainer, Unit Prevention Leader, Chemical Reaction Team.

### **BOSS Marketing Manager at U.S. Army, San Antonio, Texas**

APRIL 2018 – AUGUST 2020

- Special duty assignment as a marketing manager or "Treasurer" for the Better Opportunity for Single Soldiers program covering all of San Antonio and 7 military bases representing thousands of soldiers.
- Managed all social media platforms, fundraising, event planning and execution, as well as client relations with every military base.
- Worked with the president of BOSS to plan events, raise funds, market, and establish a presence in San Antonio. Today BOSS is still running strong in the San Antonio area.
- Helped coordinate and run over 20 different morale events, improved living situations for barracks, conducted 8 different humane events with the public.

### **Rifle Sergeant at U.S. Army Honor Guard, San Antonio, TX**

MAY 2019 – SEPTEMBER 2019

- Served as a team leader and rifle sergeant for the Honor Guard military funeral honors within Texas. Managed all internal operations as well as planning, coordination, and execution for every funeral.
- Completed 45 military funerals all over Texas within a 90-day period including a POW from the Korean War, and the last survivor of WW2 within Texas - Richard Cole.
- Managed 6 subordinate soldiers: Ensuring proper counseling, development, training, and ensured military funeral honor procedures were being followed.

### **Company Operations Manager at U.S. Army, Baumholder, Germany**

JULY 2015 – APRIL 2018

- Served as the only field optician within all of U.S Army Europe. Planned, prepared, and executed all optical missions single handed. Completed 20 field training exercises and 5 real world humane missions across Europe.
- In garrison I served as the operations manager tracking over 60 soldiers and ongoing missions throughout Europe and Africa. Ensured mandatory training was at 100% and timelines were met for every training exercise and real-world mission.
- Served as a logistics manager when not conducting optical missions and helped manage a medical logistics warehouse covering all of Europe in a field setting.
- Special duty assignments included: Chemical Team Leader, Combat

Life Savers Team Member, HR Manager, Guidon Barrer,  
Competition/School Organizer.

## Education

**Master of Business Administration (M.B.A.), University of South  
Florida, Tampa, FL**

AUGUST 2024 – MAY 2026

**Bachelor of Science (B.S.) in Business Administration: Management,  
SUNY Brockport, Brockport, NY**

AUGUST 2020 – MAY 2023

**Basic Leader Course, The NCO Leadership Center of Excellence and  
Sergeants Major Academy, Killeen, TX**

JANUARY 2019 – FEBRUARY 2019

Graduated in top 10%, Commandant's List.

Nominated for Distinguished Leader Award

EXHIBIT 7

[RETURN TO AGENDA](#)





# Amenity Services Proposal

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Discover who we are, the team behind JCS Multi-Service Solutions, and our commitment to the community.

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## **Our Mission and Values**

Understand the core principles that drive our services and our dedication to excellence in amenity solutions.

**05**

## **Our Service**

Explore the wide range of amenity services we offer to enhance community living and well-being.

**06**

## **Meet Your Manager**

Introduction to your onsite Facility Lead

**07**

## **Proposed Cost**

Chart that provides a clear view of the costs associated with each service position to enhance community living and well-being.

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## **Testimonials**

Clients who are delighted with our exceptional service

**09**

## **Contact Us**

How to reach JCS Multi-Service Solutions

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## **Thank You**

We look forward to the opportunity to provide exceptional service



# Our Dedicated Team

**Committed professionals providing top-notch services**



At JCS Multi-Service Solutions, we believe that every member of a team contributes to its success. We meet each of our employees in the field before hire, and interview for tangible on the job experience. We have a variety of staff from facility managers, maintenance personnel, to licensed CAMs.

We are an organization with a broad reach, having served numerous establishments, communities, and hosted events and conventions across Central Florida. Our team operates like a close-knit family, emphasizing open communication. We seek not only hardworking, highly motivated individuals but also those who value collaboration, expect accountability and transparency, and, above all, foster trust. Our team's priority is always to keep the community's best interests at heart.

We immerse ourselves in supplemental trainings and reviews of industry best practices. We aren't 'stuck in our ways'. We fully believe in this ever changing world and industry, we continue to welcome change and better ourselves as opportunity presents.





# Our Foundation

An overview of the Mission and Values for JCS Multi-Service Solutions

## Mission

At JCS Multi-Service Solutions, we are dedicated to uplifting communities by providing exceptional amenity services. Our mission is to foster connections and promote a better quality of life for all residents through our dedicated engagement and support initiatives.

## Values

**Accountability**

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**Integrity**

**Community Engagement**

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**Innovative**

**Proactive Mindset**

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**Safety & Security**



# Comprehensive Amenity Services

A detailed overview of the diverse services offered by JCS Multi-Service Solutions for communities.

## Facility Management

We offer comprehensive services in coordinating and supporting community events, ensuring effective staff oversight, maintaining operational excellence, and promoting clear and transparent communication. Our expertise extends beyond just managing clubhouses; we also oversee pools, courts, splash pads, pavilions and events. We provide routine written reports covering a range of topics, from operational matters to incidents, ensuring a comprehensive understanding of daily onsite operations.

## Maintenance

We offer a comprehensive range of maintenance services, including highly skilled trade professionals and hourly handyman services. Our priority is to maintain the community's standards through daily routine checklists, safeguarding the financial investment and proactively addressing potential liabilities.

## Field Management

Our Amenity Services team is equipped with a strong foundation in field services, enhancing our ability to communicate effectively with vendors and possess extensive knowledge. We recognize the importance of fostering robust relationships to maximize the performance of both vendors and staff, and we are dedicated to facilitating this for the benefit of the community. Additionally, we offer Field Services as a separate, supplemental service to our Amenities offerings.



# Meet Your Manager



**Brandy  
Marshall**

Brandy has been an exceptional member of the JCS team for several years, excelling in both our Security and Amenity teams. She holds a degree in Criminal Justice and has previously owned and operated her own 501(c)(3) Veterans and Homeless Outreach program. During her tenure at JCS, Brandy's responsibilities have included staff scheduling, quality control, vendor management, risk management, the creation of standard operating procedures, and onsite work at various amenities within our portfolio.

In her role at the amenities, Brandy has managed duties involving coordination with contracted vendors such as pool, access control, landscaping, and aquatics services. She has organized numerous events to effectively serve the communities.

# Concord Station CDD

This table illustrates the proposed pricing of our services. It highlights the costs associated with the staffing plan for the Facility. With this proposed plan we expect to provide expansive community solutions without compromising quality. We are committed to having the Clubhouse staffed during its normal hours of operation.

All staff are available to be retained by the District should this agreement be terminated. We understand maintenance personnel have their own 40-Hour schedule Monday through Friday that we will honor.

The cost for the positions in this proposal includes salary burden and benefits

Position	Hours/Week	Cost
Facility Manager	40	\$102,200
Concierge Supervisor	40	\$62,940
Concierge	28	\$26,540.35
Concierge	28	\$29,112.42
Maintenance	40	\$86,900

Total	176	307,692.77
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## Facility & Staff Hours

Monday: 10a-7p  
Facility Manager 10-6  
Concierge 10-7

Tuesday: 10a-7p  
Concierge Supervisor 10-7  
Concierge 10-7

Wednesday: 10a-7p  
Concierge Supervisor 10-7  
Concierge 10-7

Thursday: 10a-7p  
Facility Manager 10-6  
Concierge Supervisor 1-7  
Concierge 1-7

Friday: 10a-9p  
Facility Manager 10-6  
Concierge Supervisor 1-9  
Concierge 1-7

Saturday: 10a-9p  
Facility Manager 10-6  
Concierge Supervisor 1-9  
Concierge 10-9

Sunday: 10a-6p  
Facility Manager 10-6  
Concierge 10-4

Please note schedules are subject to change  
(established events, holidays, etc)

# Testimonials: What Our Clients Say



**Ann Belyea**  
**Chair of Cory Lakes CDD**

"JCS Solutions is a critical partner in our community. They oversee all our amenities, from the facility office, clubhouse and pool to events and maintenance: their attention to detail is second to none. Their team is professional, proactive, and always goes above and beyond to ensure everything runs smoothly for our residents. Thanks to JCS Solutions, our amenities are well-maintained and reflect the quality of life that meets our residents' expectations in Cory Lake Isles."



**Colette Fuller**  
**Property Manager**

"As a property manager, this team makes everyone's lives easier. From the Board to the residents, and even on us as property managers. They really prioritize the residents. In my experience working with them, a good way I'd describe their team is '*Problems Identified, Problems Solved*'."

# Get in Touch with JCS Multi-Service Solutions



PHONE NUMBER

513-869-0919

EMAIL ADDRESS

[solutionsjcs@gmail.com](mailto:solutionsjcs@gmail.com)



# Thank You!

We appreciate your consideration of JCS Multi-Service Solutions for your community's amenity needs.

## Exceptional Service



Committed to quality and satisfaction.

## Community Focused



Enhancing lives through dedicated support.

## Sustainable Solutions



Innovative practices for a better future.