



Home or Cell Phone Number: [REDACTED]

Business Phone Number: *Field not completed.*

Business Address *Field not completed.*

Occupation: Executive Assistant

Email Address: *Field not completed.*

Residency Information

Length of Residency in Routt County: 23 years

Are you a registered voter: Yes

Interests & Experiences

Tell us about yourself and why you are interested in serving on this County board or commission. I have lived in Routt County for 23 years, 14 years of that as a single parent in the county. Now that my children are older, I have more opportunities to be more involved in the community. I am interested in being able to bring my life experience and perspective to advocate for those who may not have a voice to advocate for themselves.

What experience/training/qualifications do you have for this particular board or commission? I do not have specific experience for this panel. I am looking forward to learning more and be able to bring my humble perspective of being a single parent with various struggles.

Briefly describe your involvement in relevant community groups and activities. Involved and serve at my home church for the last 10 years. Part of the Routt To Work steering committee.

Hobbies: *Field not completed.*

Are you currently serving on other Boards, Commissions, or Committees? Yes

If yes, which: YVHA Brown Ranch Steering Committee, Hayden Housing Needs Assessment Committee

Please list organization memberships and positions held: *Field not completed.*

Are you now or have you ever been employed by Routt County? If yes, when? No

Upload Resume or Letter of  
Interest



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# Lina J. Grant

## Summary of Qualifications

- Over twenty years of exceptional Customer Service in various positions in Routt County.
- Consistently promoted to positions of increased responsibility requiring attention to detail and problem-solving.
- Demonstrated ability to develop and implement efficient processes and work as part of a team.

## Experience

**LiftUp of Routt County**, Steamboat Springs, Colorado

2008-2021

*Donation Center Manager, Retail Manager, Donation Center Supervisor*

8/2015-1/2021

- Responsible for scheduling of ten staff and coordinating shifts with 100 volunteers for the thrift store and donation center.
- Developed and managed \$650,000 thrift store sales budget, supply budget of \$10,000, and annual donations of over one million pounds.
- Planned and implemented thrift store and donation center relocations during expansion in 2016.
- Took over the implementation of the new point-of-sale system midstream; developed and entered over 300 departments and categories to provide detail for accurate data tracking. Created policy and procedure manual for new system, which was used to train staff and volunteers. Was responsible for trouble shooting and problem-solving technical and equipment issues.
- Composed and implemented departmental policies and procedure manuals along with updated protocols for COVID-19 mitigation. Facilitated donation day planning that is in compliance with COVID-19 mitigation protocols to receive donated items in a safe, clean, organized, friendly environment for donors, staff, and volunteers. Scheduled staff and volunteers for donation day operations.
- Built customer service relationships within the community, with donors, volunteers, and staff using empathy, compassion, problem-solving, and active listening.
- Responsible for quality control and pricing guidelines, pricing structure, and creating policy and procedural manual for donated merchandise along with training processes and implementation of more efficient processes using collaboration with staff and volunteer input, creativity, time management and problem-solving skills.
- Created and implemented pricing structure for new point-of-sale system with barcode price tags for the variety price points in the point-of-sale system.
- Implemented color tagging system to rotate stock every three months in the thrift store and prepare out going merchandise for recycling.
- Coordinated loading and transport of donations, as well as working as part of a team handling intake of donations while maintaining a clean, safe, and efficient work environment.
- Coordinated with vendors and suppliers for ordering department supplies.

*Sales Associate*

8/2008-8/2015

- Entry level position operating cash register sales.
- Responsible for the cash register and front-line customer service at the thrift store with \$275,000 sales annually.
- Merchandising, organizing, and cleaning the retail space.
- Receive donations from donors alongside volunteers one shift a week.

## Education

**Colorado Christian University**- Bachelor's degree in Business Administration in progress.