

# ROBERT ALLEN ZASTANY JR., CCE, MAPP

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November 30, 2020

Liz Mathis  
City of Flagler Beach  
PO Box 70  
Flagler Beach, FL 32136

Re: City Manager

I am applying for the position of City Manager with the city of Flagler Beach, Florida. I have extensive experience managing various projects and groups within local government and the judicial system. I have held positions in Administration, Operations, Juvenile Detention, Juvenile Probation, Adult Probation, and Jury Services. During my tenure, I have managed various projects – including those related to technology, supervising staff and high-risk clients, preparing grants, managing a budget, developing / implementing training programs, development of policy and procedures, completing research to validate and compare programing, and responding to COVID. In addition to the knowledge gained through experience, I have also completed nearly 1400 hours of job-related training, my Master of Arts in Public Policy, became a Fellow of the Institute for Court Management, and graduated from the Lake County Leadership Academy.

During my seventeen years with the 19<sup>th</sup> Judicial Circuit, I have been able to gain experience that has prepared me for the position of City Manager. In my current position, as the Jury Commissioner, I have managed the day-to-day operations of the Jury Program. This included the review and development of a new procedural manual, overseeing the annual budget, developing and providing staff training, managing vendor contracts, and identifying areas for improvement. As a Principal Probation Officer, I was responsible for managing the Cognitive Outreach Group, including training staff, overseeing the budget, making improvements, and keep statistics for analysis. I also served as the Technology Committee Chair for IPCSA from 2008 to 2017, where I assisted in developing technology training for Probation Officers across the state of Illinois. While a Juvenile Probation Officer, I developed and implemented a program that brought together school administrators, resource officers, treatment providers, police, and probation/courts to allow everyone to work together in assisting in rehabilitating the youth within the community. While working for Juvenile Detention, I saw there was a need for additional funding, I took it upon myself to learn how to write grants. I was able to secure funding to both continue and develop new programing for FACE-IT residents. I have assisted others in writing and preparing grants in other areas of the judicial system during my career as well.

Throughout my career, I have not hesitated to offer suggestions to management for ways to improve operations. Through a position papers, I have suggested the following ideas; using property information from Lake County Assessment Office for officers doing home visits, setting up direct billing for COG graduations, allowing interns to be considered as internal candidates, creating a weekly video message from the Executive Director, creating a Low Risk COG group, and creating a Spanish speaking case load. While not every suggestion was implemented, I have shown that I am always looking for ways to improve the way of business within the 19<sup>th</sup> Judicial Circuit. In addition to these suggestions, I have also completed several research projects; *Distinguishing Policy from Procedure: Creating, Implementing and Reviewing Policy within the Administrative Office of the 19<sup>th</sup> Judicial Circuit Court*, *Assessing the Utility of Social Media for Adult Probation*, I served as a contributor for an APPA Issue Paper on the impact of Social Media within Community Corrections, assisted in the development of NACM's National Agenda, and assisted in the retooling and maintenance of NACM's social media platforms.

I completed my Bachelor of Arts degree in English through Northern Illinois University, and my Master of Arts in Public Policy through New England College. In addition to my professional experience and previous coursework, I have made it a point to continue my professional development. Most notably, I have become a Certified Court Manager and a Certified Court Executive through the National Center for State Courts and the Institute for Court Management through their Fellow's Program. Coursework included; Managing Human Resources, Education & Training Development, Managing Technology Projects & Resources, Leadership, and Visioning & Strategic Planning. Additionally, I have completed self-paced training through the National Institute for Corrections, National Center for State Courts, and completed the Lake County Leadership Academy. In completing these courses, I have made it a point to share what I learn with those around me. This includes the interns and volunteers that I have supervised along with the staff whom I have had the opportunity to mentor. I believe that it is important to share what we learn, and I find it rewarding to see others succeed around me. I believe this is why I have been asked to present on the national level regarding Court Technology and serve on several national advisory panels with the National Institute of Justice, Department of Justice, Corrections Technology Association, and the American Probation and Parole Association.

These are just a few examples of my accomplishments, experiences, and abilities. I hope that you will find that this brief view, describes a dedicated employee with the experience and skills to meet or exceed the requirements of a City Manager with the City of Flagler Beach, Florida.

I appreciate your consideration and look forward to discussing this opportunity with you at your convenience.

Best Regards,



Robert A Zastany Jr, CCE, MAP

Enclosure: Resume

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## EXECUTIVE SUMMARY

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Highly skilled and dynamic manager with over sixteen years of applied experience in government operations and public relations by leading complex jury, court, and business operations while providing direct leadership to a cross functional team. Trusted partner and advisor to executive management and public officials. Passionate about establishing and enhancing systems, and streamlining operational processes. Proficient in managing cost, schedule, and resources to achieve project successes. Skilled at providing quick and innovative solutions to adverse situations and fluctuation priorities while maintaining an organizational focus.

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## EDUCATION

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<b>FELLOW OF INSTITUTE FOR COURT MANAGEMENT (CCE):</b> <i>National Center for State Courts, Williamsburg, VA</i> <i>Equivalent to Masters in Court Management</i>	2013
<b>MASTER OF ARTS PUBLIC POLICY (MAPP):</b> <i>New England College, Henniker, NH</i>	2010
<b>BACHELOR OF ARTS (B.A.):</b> <i>Northern Illinois University, DeKalb, IL</i>	2005
<b>ASSOCIATE OF ARTS (A.A.):</b> <i>College of Lake County, Grayslake, IL</i>	2002

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## PROFESSIONAL EXPERIENCE

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### 19<sup>th</sup> JUDICIAL CIRCUIT COURT:

Waukegan, IL

#### JURY COORDINATOR

May 2018 – Present

Directly responsible for managing and operating the circuit court's jury commission for the state's third largest county, to include jury processing, selection, and administration oversight. Supported over 40 judges, managed more than 30,000 summoned jurors and administered a \$750,000 annual budget. Spearheaded collaboration efforts with internal and external stakeholders to provide strategic planning, seamless operations, and program execution. Expertly accommodated the operation requirements of the Clerk of the Circuit Court, Circuit Judges and other elected county officials. Extensive hands-on experience with the development, integration and sustainment of employee training education and development programs. Served as the chairman of the Employee Education Committee to improve and implement training opportunities that exceeded industry standards.

- Created procedural manual for division
- Revised Continuity of Operations Plan
- Developed, designed, and implemented training program for 300+ staff
- Administered employee engagement survey, analyzed data, and prepared responsive report

### 19<sup>th</sup> JUDICIAL CIRCUIT COURT:

Waukegan, IL

#### PRINCIPAL PROBATION OFFICER / COG PROGRAM COORDINATOR

July 2007 – May 2018

Independently supervised a caseload of 140 high-risk probationers, prepared periodic reports on their activities and applied remedial action when necessary. Conducted pre-sentence social investigations and prepared reports for court proceedings. Served as coordinator for the Thinking for a Change program which included supervising 30 facilitators who ran 20 groups per year with a budget of \$30,000. Reduced recidivism by 35% through effective implementation of programming. Developed and managed community-based programming that responded to the direct needs of clients.

- Updated procedural manual for division
- Initiated annual coat/clothing drive for clients
- Increased COG program success rates by 25%
- Reduced program costs by 15% through improved purchasing methods

**19<sup>th</sup> JUDICIAL CIRCUIT COURT:****JUVENILE PROBATION & DETENTION OFFICER**

Vernon Hills, IL

November 2005 – July 2007

Supervised a caseload of 70 juvenile probationers. Managed educational, recreational, and skill building programming for juveniles confined in the Detention Center. Collected data to validate program effectiveness, made recommendations for improvements, and trained staff in new techniques. Developed community-based programming that included working with multiple business partners with differing budgets. Developed grants in response to budget cuts. Streamlined business processes by developing a new database.

- Developed community program with \$75,000 budget
- Prepared and applied for grants totaling \$50,000
- Completed program analysis and provided improvement plan
- Improved probation success rate by 11% over two years

**CDW-G:****ACCOUNT MANAGER**

Vernon Hills, IL

June 2005 – November 2005

Regional account manager responsible for developing and providing technological solutions to public schools across six states. Built and maintained relationships with area schools while working with vendors and specialist to build solutions unique to each customer, valuing over \$500,000 worth of IT equipment. Received extensive training in technology usage that assisted in providing current and relevant information to customers.

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**PROFESSIONAL SKILLS**

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**HUMAN RESOURCES**

- Performed HR management functions to include: personnel accounting and scheduling, and personal actions
- Proficient in employee training and development, hiring and onboarding, and administrative oversight
- Accountable for the supervision, training, and welfare of a 15-person team in aspects of record keeping, personnel actions, promotions, evaluations, and financial services
- Developed and prepared procedural manuals

**PUBLIC RELATIONS**

- Served as a liaison between the courts and public including managing department website
- Created workshops and presented at industry conferences
- Served as liaison between business partners during program development
- Achieved top tier satisfaction rate at 97% among the public

**BUDGET MANAGEMENT**

- Consistently managed a \$750,000 budget with under-budget efficiency
- Saved 11% of budget by driving process enhancements through consolidation services
- Managed program related grants and applied for additional grants that saved \$100,000 in costs
- Prepared annual financial reports

**ADMINISTRATION**

- Strategic Planning for Judicial Operations and Court Administration
- Conceptualized and co-managed mentorship program
- Improve cross functional collaboration with Facilities, IT, and different units within Judicial Operations
- Implementation of policies and procedures for various projects

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## TRAINING, CERTIFICATIONS AND MEMBERSHIPS

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- 19<sup>th</sup> Judicial Circuit Court: *Employee Education Committee Chair*
- 19<sup>th</sup> Judicial Circuit Court: *Employee Mentor*
- American Probation and Parole Association: *Member, Technology Committee*
- Corrections Technology Association: *Member*
- Illinois Probation and Court Services Association: *Member, Technology Committee Chair*
- Lake County (IL) Government: *Project Management Training*
- Lake County (IL) Government: *eLEAD Certification*
- National Association for Court Management: *Member, National Agenda, Social Media Teams*
- National Institute of Justice: *Member, Technology Institute*
- National Center for State Courts: *Certified Court Executive (CCE)*
- National Center for State Courts: *Certified Court Manager (CCM)*
- Thinking For A Change: *Certified Trainer*

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## AWARDS AND RECOGNITION

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- 19<sup>th</sup> Judicial Circuit Court – *Golden Gavel: Training Day* 2019
- Illinois Probation and Court Services Association – *Officer of the Year* 2014
- 19<sup>th</sup> Judicial Circuit Court – *COG Officer of the Year* 2013
- 19<sup>th</sup> Judicial Circuit Court – *On the Spot Award* 2013
- 19<sup>th</sup> Judicial Circuit Court – *Employee of the Month* 2009
- Illinois Probation and Court Services Association – *Distinguished Service Award* 2006
- Boy Scouts of America – *Eagle Scout* 1997

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## PUBLICATIONS

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- Ethics: Is it just a word? 2019
- 19<sup>th</sup> Judicial Circuit Court Jury Services Procedural Manual 2018
- 19<sup>th</sup> Judicial Circuit Adult Probation Services Procedural Manual 2016
- American Probation and Parole Social Media Issue Paper 2014
- Assessing the Utility of Social Media for Adult Probation 2013
- Connecting the Government: Linking the Assessor and the Courts 2012
- Distinguishing Policy from Procedure: Creating, Implementing, and reviewing Policy within the Administrative Office of the Nineteenth Judicial Circuit Court, Lake County, Illinois 2010