Amy Hospodarsky

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Enneagram- 3, The Achiever.

Strengths Finder- Woo. Communication. Positivity. Maximizer. Activator.

Crowded Closet Thrift Shop

Director: *November 2024 – Present*

- Team Management and Leadership:
  - Provides leadership to foster a mission-aligned, collaborative, and high-functioning work environment.
  - Oversees hiring, supervision, coaching, and development of direct and indirect reports, cultivating an effective Leadership Team and volunteer management structure.
  - Models operational excellence by building trust with staff and volunteers, promoting teamwork, and fostering a culture of service and belonging.
  - Leads weekly and quarterly communications and actively engages with staff, customers, and community members to build relationships and trust.
- Financial Management:
  - Partners with the Board and Leadership Team to prepare and manage a multi-million dollar annual operating budget, maintaining fiscal responsibility and financial controls.
  - Oversees monthly financial reporting and forecasting, loss prevention strategies, and inventory systems to support organizational sustainability.
  - Leads procurement, compliance, and financial analysis processes to ensure the organization remains in strong financial standing and audit-ready.
- Operational Oversight:
  - Manages all facets of donation processing, in-store and online sales, facility maintenance, and safety compliance to ensure efficient, high-quality operations.
  - Implements and reviews standard operating procedures across departments, ensuring alignment with MCC Thrift standards and evolving retail trends.
  - Leads the long-range facilities plan, including major maintenance, expansion, and OSHA compliance.
- Board Relations:
  - Serves as a strategic partner to the Board of Directors, facilitating monthly meetings, planning sessions, and board development.
  - Prepares board reports and manages communications to support transparency, succession planning, and alignment with organizational mission and goals.
  - Developed and maintained board resources and communications through a cloud-based platform.

Amy Hospodarsky LLC

Owner*:* December 2023-Present

- Change Management Consulting
    - Specializes in guiding organizations through transitions of all sizes. Expertise includes thorough assessment, cultural alignment, customized strategy development, stakeholder engagement, staff development and training, and post-implementation support.
    - Dedicated to facilitating sustainable change utilizing emotional intelligence and aligned with organizational goals and values.
- Training and Development
    - Develops and conducts tailored professional development programs to enhance organizational performance and foster an inclusive work environment.
        - Areas of expertise: Board of Director training and support, leadership and management, emotional intelligence, public relations and charitable giving, planning and facilitation.
- Strategic and Business Planning Facilitator
    - Facilitates planning at the departmental and organizational level focusing on both development and implantation of actionable plans.

New Pioneer Food Co-op

Interim General Manager (C.E.O): November 2022-September 2023
Operations Lead (C.O.O): June 2022- September 2023
Served as the Senior Executive and Operations Lead of a local natural grocery Co-op with just under 24M in sales, three store locations in three cities, a centralized kitchen, and approximately 150 employees.

- Team Management and Leadership:
    - Promoted a positive culture of cooperation by promoting open communication, facilitating collective planning, recognizing achievements, building gratitude, and mentoring the leadership team to provide guidance and support.
    - Delegated responsibility and empowered team members to take ownership of their roles, fostering a sense of autonomy and accountability.
    - Provided communication, connection and support through facilitating consistent meetings with various levels of the organization including senior leadership, departmental leads, operational teams, and work groups.
- Financial Management:
    - Oversaw financial operations alongside the Chief Financial Officer. This included assembling the FY2024 budget, setting sales, labor and margin goals, forecasting, cost monitoring, leading all financial communications, and monthly, quarterly and annual reporting.
    - Built and executed sales and margin strategies in conjunction with senior leadership to drive growth while also identifying opportunities for cost reduction.
- Operational Management:

    - Lead and motivated teams by focusing on improved interdepartmental communication, communal problem solving, and incisive decision making.
    - Developed and implemented standard processes and procedures to optimize store efficiency and effectiveness.
    - Implemented effective customer service and store conditioning standards to enhance the customer service and store conditioning strategies to enhance the customer experience and drive sales.
- Board Relations:
    - Cultivated board relationships, serving as a trusted advisor and providing regular updates on company performance, initiatives, and trends.
    - Met with the Board and Board committees as required and kept the Board informed of relevant current or emerging issues.
    - Reported monthly on financial standing, operational updates, policy compliance, and departmental updates.

Brand Manager: June 2019 – October 2022

- Brand Positioning and Customer Insights.
    - Developed shopper segmentation using customer data to identify target audiences.
    - Analyzed sales data and customer feedback to develop marketing strategy, identify trends, develop targeted marketing campaigns and improve sales.
    - Served on the senior leadership team to ensure brand attributes were represented in all areas of the origination.
- Management of Marketing Department
    - Formulated written bi-annual marketing plans and follow-up reporting.
    - Developed and allocated annual marketing budget.
    - Acted as the primary copywriter for all ads and articles and oversaw all content produced by others. Was responsible for the Annual Report.

MidWest*One* Bank

Community Relations Manager: October 2013 – June 2019

- Led local and company-wide strategy for brand development and exposure through charitable giving, sponsorship, community reinvestment and community involvement.
    - Developed, cultivated and expanded partnerships with area leaders, nonprofits and government representatives. .
    - Led communication of philanthropic vision and values to employees including during two major mergers, and served alongside the C.E.O. as spokesperson and PR lead locally.
- Founded and directed "Rock the Chalk", MidWest*One* Bank's signature event, a chalk art festival in downtown Iowa City. This annual event draws over 10,000 people to Downtown Iowa City.
- Served as Treasurer and Secretary of the MidWest*One* Bank Foundation.
    - Managed all foundation board communication and documentation including financial reporting and analysis of past and current giving.

- Reviewed all grant applications and managed communications to applicants and made funding recommendations to the board for approval.

Other Professional Experience:

Adjunct Instructor: 2024–Present

University of Iowa	Kirkwood Community College
Nonprofit Communications	Introduction to Entrepreneurship

Grant Reviewer: Summer 2024

- Reinvestment Fund: America's Healthy Food Financing Initiative

May 2011- October 2013	**Iowa City Area Chamber of Commerce**
June 2010-May 2011	**Gannett Corporation; Iowa City Press-Citizen**
Aug. 2009-June 2010	**Sinclair Broadcast Group; KFXA/KGAN**

Board and Governance Experience:

- **The Englert Theatre**
  - Board member January 2016-December 2022
    - President 2018**,** Vice-President 2017
    - Board President during a $2.5 million capital campaign
- **CommUnity Crisis Services**
  - Board member July 2015- June 2022
    - President 2020-2022, Vice-President, 2018-2020
    - Oversaw and lead hiring of a new Executive Director in 2020
- **Big Brothers Big Sisters of Johnson County**
  - Board member: 2014-2020
    - Vice-President 2018, Secretary 2016 & 2017

Community Awards and Recognition:

- **Forty Under 40, 2018**: Corridor Business Journal
- **Community Leadership Program, 2017-2018:** Iowa City Area Chamber of Commerce
- **Bravo Award, 2016:** Think Iowa City
- **President's Award, 2016**: MidWest*One* Bank

Education & Certification:

Aug. 2005- Dec. 2008 **University of Northern Iowa**

- B.A. Marketing: Sales and Advertising
- Certificate: Marketing Research and Consulting

2023 **Enneagram Instructor Certification** - CloverLeaf