

## PALMER “SATCH” KRANTZ III

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### AWARDS AND ACHIEVEMENTS

Association of Zoos and Aquariums – R. Marlin Perkins Award for Professional Excellence (2013)  
Association of Zoos and Aquariums – Past-Chair, Accreditation Commission  
Association of Zoos and Aquariums – Past-Chair, Ethics Board  
Association of Zoos and Aquariums – Past-Chair, Long-range Planning Committee  
Association of Zoos and Aquariums – Two-Time Past-Chairman  
City of Columbia – Key to the City Recipient (2006)  
Clemson University –Distinguished Alumni  
Clemson University –Distinguished Service Award (2012)  
Committee of 100 –International Ambassador of the Year (2002)  
Greater Columbia Chamber of Commerce – Woodrow Wilson Award for Regional Cooperation (1995)  
Palmetto Health Children’s Hospital – Board Member  
Palmetto Health Children’s Hospital – Past Chairman of the Board (1988)  
South Carolina Public Relations Society of America – Executive Excellence Award (2005)  
The American Society for Public Administration – Public Administrator of the Year (1995)  
The River Alliance –Board of Directors  
University of South Carolina, University Associates – President (1991-1992)  
World Association of Zoos and Aquariums – Past-Chair  
World Affairs Council – Global Vision Award (2005)

### PROFESSIONAL EXPERIENCE

#### **President and CEO, July 1976 – July 2017**

*Riverbanks Zoo and Garden – Columbia, SC*

- Directs the development and executions of the institution’s mission, plans, goals, and budgets. Serves as primary liaison with the institution’s various partners including Richland and Lexington County Councils, the Riverbanks Society, the Riverbanks staff, the Association of Zoos and Aquariums (AZA), and the general public. Represents the institution to the business community, government officials, Society members, and the public as the Zoo’s primary spokesperson. Is responsible for managing and evaluating the senior management team – including the Chief Operations Officer, the Chief Finance Officer, the Director of Animal Collections and Conservation, Director of Botanical Garden, the Director of Habitat Horticulture, Director of Human Resources, and the Director of Education. Collaborates with the COO to direct the Director of Guest Services, the Director of Maintenance and Risk Management, and the Director of Marketing. Provides vision and direction to the staff and volunteers in order to achieve Riverbanks’ plans and objectives.

#### *Additional Job Duties*

- Works collaboratively with senior managers of reporting departments to accomplish departmental and institutional goals. Works closely with the Director of Human Resources to recruit, train, supervise, and evaluate management staff. Provides leadership opportunities and promotes professional development for staff.

- Participates fully in the dynamic process of managing and directing the future of the institution. Provides institutional leadership, develops and monitors long-term strategic plans and annual budgets. Oversees the development and implementation of institutional policies. Works closely with all departments and senior managers to explore, discuss and recommend actions to accomplish institutional goals.
- Provides leadership and facilitates strategic planning for all aspects of the institution's operation. Communicates, exchanges information and provides constructive input to assure that long- and short-term planning initiatives are compatible with the mission and goals of the institution.
- Meets regularly with members of the Riverbanks Park Commission and the Board of Directors of the Riverbanks Society. Provides information, facilitates discussions and decisions, and seeks outcomes that benefit the institution.
- Fosters strong working relationships with key industry, community, governmental, and corporate partners. Forges new partnerships to expand opportunities. Represents Riverbanks Zoo & Garden and Riverbanks Society at the local, regional, national, and international level, particularly to regulatory agencies, the zoo and botanical garden profession, associations, and the general public. Positions Riverbanks as a leader in professional and community associations.
- Works with architects and engineers to constantly update and expand the institutions physical plan including but not limited to deferred maintenance and new exhibits and facilities.
- Formulates and carries out policies and procedures adopted by the Riverbanks Park Commission. Represents the Riverbanks Park Commission to staff.
- Assures compliance with all government and agency regulations pertaining the operating of the institutions.
- Interacts and communicates with various groups and individuals involved in the activities of the institution including elected officials, consultants, AZA officials, sales representatives, vendors, government agencies, law enforcement agencies, general public, school groups, special interest groups, managers, staff members, and volunteers.
- Communicates effectively to promote teamwork and excellence. Encourages a consistent flow of communication in a manner that assures a clear understanding of the institution's mission, goals, and standards for operation. Maintains an "open door" for communication and input from employees at all levels. Regularly "walks the park" and interacts with staff, volunteers, and guests. Shows support for staff development as well as day-to-day work and service.
- Prepares an assortment of documents, records and reports such as monthly reports, performance appraisals, letters of correspondence, newspaper and magazine articles, memorandums, budgets, travel reports, purchase requests, donation requests, spreadsheets, and others.