

Editor's Note

How can we help?



Stephanie Ganey Photography

We receive a variety of correspondence at the U.S. Masters Swimming National Office, located in Sarasota, Fla. Sometimes readers write about articles they've read here in *SWIMMER*. Sometimes it's a "reply-to" directly from our eNewsletter series, *STREAMLINES*. Members and potential members also contact us through our website, usms.org. There's even a field where one can leave a general comment when registering or renewing USMS membership.

Some of the comments are compliments; some are not. This is a good thing, as we need your honest feedback to do our jobs well. Regardless of where you live or why or how much you swim, you deserve the best membership experience possible.

So, who's on the other end of that keyboard when you press "send"?

I've written about our amazing publications staff here before, and our executive director, Rob Butcher, and education director, Bill Brenner, and their activities and respective insider and education blogs. Kyle Deery works closely with Rob and with our passionate USMS sponsors, in addition to working behind the scenes on our National Championship events. Marianne Groenings supports Bill with our rapidly expanding educational products in coach certification and adult learn-to-swim instructor certification.

But the entire USMS staff works together on your membership.

Anna Lea Matysek, a longtime swimmer, volunteer, and engineer in Kansas City before she became our membership director, is the one who receives all those comments from the registration software. She and Tracy Grilli, our longest-tenured staffer and a member of the Mighty Mermaids (an impressive sextet of open water swimmers who tackle big swims), go out of their way every day to answer questions large and small from our members. They have literally heard it all—I'm not sure there's a question they can't answer, given their combined total of 57 years experience inside USMS.

Our chief financial officer, Susan Kuhlman, is a new swimmer and triathlete. She comes from a cycling background, but her passion for USMS is contagious. She runs the financials to meet the strictest levels of professionalism and transparency. In the nonprofit world, this is a monumental task. Kathy Anderson supports her in this effort, handling our bank accounts and payables with such humor and good cheer that she brightens the entire office. Claudia Woods, a lifelong swimmer, is our office manager. She keeps us in line and supports us, in equal measure, so that we can support you. There isn't a single staffer she doesn't assist in some form or another. Claudia is a superhero.

Jim Matysek, creator and architect of usms.org, leads the information technology staff. He's another lifelong swimmer and longtime USMS volunteer. As with Anna Lea and Tracy, his institutional knowledge runs deep. From repelling hackers to helping recover lost passwords, he's done it all for usms.org users. Jeff Perout, a lifelong swimmer and scholar, has a broad background in software development, including accounting software packages, and spearheads the financial end of our registration software tools. Longtime Minnesota swimmer and volunteer Nancy Kryka and her husband, Jim Kryka, retired to Sarasota after successful software development careers at a Fortune 500 company. But to our distinct advantage, they couldn't stay retired—they've joined the staff and are hard at work modernizing the back-end architecture of usms.org and will be contributing to exciting new features.

So the next time you write to us, if you want to know who will be answering your question or resolving an issue for you, take a peek at the staff bios and pictures at usms.org/admin/natoffice.

We love swimming and we love working for USMS—let us know how we can help you make the most out of your membership.

Laura Hamel, Editor-in-Chief

SWIMMER

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» » Including both
volunteer and paid
time, how many
years have you
worked for USMS?

6.75 years

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5.75 years

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ON THE COVER

Paul Bales of Alexandria Masters Swimming freedives in the British Virgin Islands ("Reflexive State," page 30). Photo by Heather Perry

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