



1663 Mission Street, Suite 320
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**Associate Director of Partner Experience
Full-Time, Exempt**

Organization:

We. Love. Parks. At the SF Parks Alliance, we work with more than 200 partner organizations, city agencies, and everyday citizens to ensure that our treasured city parks and green open spaces thrive in communities throughout San Francisco. As we expand to serve even more parks and people, we are seeking an Associate Director of Partner Experience to join our team! If you're creative, forward thinking, fun, enthusiastic, and interested in helping shape the future of parks in San Francisco, let's talk.

Applicants can respond with resumes and cover letters to jobs@sfparksalliance.org. Please list the job title and your name in the email subject line.

Position Summary:

The Parks Alliance is looking for a thought leader for championing, creating and activating public space. The Associate Director of Partner Experience is an exciting position that coordinates and creates dynamic programming for activating San Francisco parks and open spaces. This role additionally manages a fast-paced team of Area Managers who serve our diverse Partners organizations throughout the city. Partners are the "friends of" organizations that improve parks across the city and serve their communities. Area Managers are the heart of the San Francisco Parks Alliance and work directly with Partners and city agencies to complete park improvements and manage program deployment.

The Associate Director will serve as an internal/external resource and direct supervisor for Area Managers as they work with Partners, city agencies and private funders on projects. Project management skills and long-term planning experience is helpful in leading communities through major construction or beautification projects.

Fund development for each area's needs is a vital part of this position. The Associate Director will be expected to work with Area Managers to create sponsorship opportunities and plans that meet both Area and organizational needs.

This role will additionally be responsible for developing creative responses to meet the capacity development needs of Partners through management of events and forums. Experience in public meeting facilitation and participatory design is appreciated.

As a part of San Francisco Parks Alliance management, this role works to ensure that organizational values are consistently upheld when team members engage externally and as they engage with each other.

Summary of Essential Job Functions

Program Supervision- 50%

- Determine when programs and activation strategies may be appropriate to deploy in specific communities including Street Parks, Groundplay, as well as applications for grant programs like Community Challenge Grants
- Create strategies for fund development with Area Managers to obtain organization-wide sponsorship opportunities based on Area assets and needs
- Recommend measurable quarterly goals to the Director of Programs for each program
- Management of Area Managers' active reporting and tracking within the Partner data system to reflect project status/completion
- Manage the accounts and project tracking for citywide Partners that operate in multiple areas and interact with multiple agencies
- Lead Area Managers in guiding Partners through creative design processes, connecting them to contractors and artists as needed to complete projects
- Assist Area Managers in the development of long-term project planning and budgeting for Partner construction and design processes
- Direct staff deployment and overall strategy for the Street Parks program
- Manage quarterly Area Manager performance reviews and goal setting

Public Engagement & Outreach- 20%

- Coordinate with the Associate Director of Planning and Project Delivery Experience to develop and execute outreach plans and stakeholder meetings within each city area for the Recreation and Open Space Element of the city's General Plan
- Facilitate participatory design processes and public engagement processes in collaboration with the Recreation and Parks Department for the Let'sPlaySF! playground initiative
- Coordinate implementation of new signature programs

Event Facilitation- 25%

- Work with the Director of Programs to develop event budgets and to identify and secure funding
- Supervision of Partner orientation processes
- Manage the development and planning of an annual Partner Conference that will educate Partners on opportunities, responsibilities, SFPA internal processes and enable capacity development through sharing of best practices
- Create a series of quarterly capacity development events/activities to engage Partners
- Responsible for additional pop-up events as needed to activate open spaces

Communications- 5%

- Maintain the publicly facing set of descriptions and participant qualifications for all existing programs so that they are better understood by community members and partners

- Manage the coordination between the Communications Manager and Area Managers to ensure appropriate coverage of local events in SFPA Monthly Newsletters

Other duties as needed or required as a member of the Program Team and as SFPA Staff.

Experience and Qualifications

Experience and demonstrated success in a nonprofit organization, including:

- Leading and building a flourishing department
- Managing and mentoring a team
- Experience in city planning, urbanism, park management, city government and nonprofits preferred
- Collaborating across the organization, board of directors, external stakeholders, and with outside contractors, vendors and partners to achieve desired outcomes; someone who actively seeks strategic partnerships and develops effective relationships; a strategic thinker who is thoughtful about partnerships and politically savvy
- Organizing events and conferences, including managing contracts with outside consultants and supporting volunteer participation
- Managing multi-phase projects from inception to completion and balancing concurrent priorities – i.e., strong project and people management skills
- Strong attention and commitment to detail in all external communications
- Solving problems creatively and strategically and using research and data analysis to make recommendations and program changes
- Experience and comfort working in a small department where delegation and hands-on participation are needed to support the organizational goals
- Experience fostering deep relationships with volunteers and valuing their contributions of time, expertise and passion
- Working knowledge of database programs (familiarity with Financial Edge and constituent relationship management systems essential) as well as Microsoft Office Suite and other standard office software
- Excellent writing and editing and oral presentation skills
- Bachelor's degree

Expectations

A strong manager able to nurture both camaraderie and accountability.

Genuinely enjoy engaging with Partners and external stakeholders; warm, approachable and highly responsive to all members and volunteers.

Passion for parks, playgrounds, and the natural world and for bringing park-related experiences to the public; high commitment to learning about San Francisco parks and open spaces.

Able to think strategically, keeping the big picture and broad institutional objectives in mind, while also being detail and analysis oriented.

Exemplify highest standards of integrity, professionalism, discretion, excellence and accountability; demonstrates emotional intelligence and self-awareness; inspires confidence and trust; welcomes feedback.

Highly collaborative; a leader and team player able to motivate and organize staff and volunteers and bring together different departments within the institution to work towards shared goals; appreciates impact of his/her work on colleagues and SFPA's success.

Exercises initiative to identify and solve problems with drive, flexibility, resourcefulness and creativity.

Able to work well under pressure and adapt easily to changing situations and priorities; exercises good judgment and stays focused on overarching goals.

Able to interact in an effective, tactful and professional manner internally, externally and with the public at large; responds graciously and promptly to the needs and requests of others.

Dedicated and ambitious to achieve organizational success; willing to pitch in and go the extra mile when needed.

Plan to participate in and lead programming, cultivation and stewardship events and activities as a member of the Program team on nights and weekends as required.

Must be able to engage in a range of physical activity, including standing or sitting at a desk or computer and walking (sometimes on uneven surfaces) for extended periods of time.

Must be able to climb a flight of stairs and lift/carry up to 25 pounds.