
Associate Director of Partner Experience Job Description

Job Title: Associate Director of Partner Experience	Start Date: TBD
Reports to: Director of Programs	Wkly Hrs: Full Time Salaried Exempt Staff
Department: Programs	Supervisor to: Three Area Managers

Position Summary:

The Associate Director of Partner Experience is an exciting position that creates dynamic new programming for activating San Francisco parks and open spaces. This role additionally manages a fast-paced team of Area Managers who serve our diverse Park Partners. Park Partners are the "friends of" organizations that improve parks across the city and serve their communities. Area Managers are the San Francisco Parks Alliance staff who work directly with Park 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 in the deployment of various programmatic tools to meet community needs as they work with Park Partners, city agencies and private funders on 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 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 Park Partners through management of events and forums. Creative

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

Principal Duties and Responsibilities:

Program Supervision- 70%

- Recommend measurable quarterly goals to the Director of Programs for each program
- Cross train all Area Managers on existing programs and assist in determining when each program may be appropriate to deploy or participate in, including; Street Parks, Groundplay, Let's Play SF, as well as applications for grant programs like Community Challenge Grants and Green Benefit Districts. This will be an independent judgment made by the Associate Director, based on community need and history
- Assist Area Managers in guiding Park Partners through creative design processes, connecting them to contractors and artists as needed to complete projects
- Management of Area Managers' active reporting and tracking within the Park Partner data management system to reflect project status/completion
- Assist the Director of Programs in hiring decisions, quarterly Area Manager performance reviews and in setting goals for each employee
- Assist Area Managers with fund development plans and obtain organization-wide sponsorship opportunities based on Area assets and needs

Event Facilitation- 20%

- Work with the Director of Programs to develop event budgets and to identify and secure funding
- 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

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- Supervision of Park Partner orientation process and managing the Grant and Program Coordinator in creation of orientation materials
 - Management of SFPA's annual event, Love Your Parks Day with assistance from area Managers to facilitate planning and outreach
 - Assisting in the development and planning of an annual Park Partner Engagement Event (name TBD) that will educate Park 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 Park Partners
 - Responsible for additional pop-up events as needed to activate open spaces

Communications- 10%

- Create a publicly facing set of descriptions and participant qualifications for all existing programs so that they are better understood by community members and partners
- Develop standardized on-boarding materials for the Program Team,
- 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.

Supervision Received:

The Associate Director will report directly to the Director of Programs. Weekly meetings will be held with the Director of Programs to review progress and challenges of Area Managers. Quarterly reviews will be held to review the Associate Director's performance.

Supervision Exercised:

- Serve as Direct Supervisor for up to four Area Managers with signing authority for timesheets and credit card expenditures, and managing weekly meetings for the team
- With the Director of Programs, ensure that all program specific budgets are reviewed quarterly
- Work with Area Managers to create appropriate personal and professional development plans that meet budget
- Lead up to two annual retreats for the Program Team
- Create consensus around a team-drafted values statement that guides all team members in their daily work and public interactions

Qualifications & Skills:

Minimum educational attainment required is a Bachelors degree or a combination of relevant work experience and an Associate degree. A minimum of 5 years of experience in program management and 2 years of staff management is required. The ability to make clearly articulated decisions and an ongoing consideration of the organization's overarching goals is expected. SFPA seeks a visionary team player who can both lead and follow as needed, and who is always seeking new ways to elevate colleagues and the organization as a whole. Experience in city planning, urbanism, park management and nonprofits preferred.

The Associate Director should be familiar with San Francisco neighborhoods and have experience working in coordination with local government agencies. Experience with managing outreach and public programs in diverse and underserved communities is preferred.

Occasional late evenings and weekend work may be required, particularly when organizing community meetings or attending public hearings.

This role will deal with confidential staff information and/or issues requiring discretion and judgment.

SFPA is an equal opportunity employer and welcomes candidates of diverse backgrounds and life experiences.

To apply, please send your resume and cover letter to jobs@sfparksalliance.org with your name and this job title in the subject line.