Capital Projects and Operations Director

The Organization
The Yerba Buena Gardens Conservancy is a civic nonprofit organization established in July 2019 to operate and manage Yerba Buena Gardens on behalf of the City and County of San Francisco.

- **Mission:** The Conservancy's mission is to program, operate, maintain, and improve the publicly owned open spaces, cultural facilities, and related components of San Francisco's Yerba Buena Gardens, working in conjunction with the Garden's nonprofit cultural organizations, commercial tenants and the City and County of San Francisco, for civic and public benefit and enjoyment by the City's visitors and residents.

- **The Gardens:** Yerba Buena Gardens is a civic treasure in downtown San Francisco with more than five million annual visitors. As the centerpiece of the City's cultural, convention and visitor district and part of the rapidly growing Yerba Buena neighborhood, Yerba Buena Gardens is an urban oasis of cultural organizations, landscaped lawns, extensive public art, dining, cafés and award-winning architecture built above and around Moscone Center. With five-acres of landscaped space, the Gardens hosts the Yerba Buena Gardens Festival with more than 100 free performances annually, and is home to the Dr. Martin Luther King, Jr. Memorial Waterfall, Yerba Buena Center for the Arts, the Children's Creativity Museum, an ice-skating rink, bowling center, child care center, historic carousel, as well as a children's area with a learning garden, Tot Lot, and large play circle. It is a place rooted in inclusivity where all can come to relax, celebrate, and be inspired.

- **Structure & Governance:** The Conservancy is governed by a Board of Directors representing a cross-section of community members, civic leaders, and City appointees. The City provides oversight as landlord, auditor and technical advisor. A small administrative staff led by Executive Director Scott Rowitz contracts for maintenance, operations, programming, and security services.

Organizational Culture
The YBGC is presently staffed by a small, efficient team. They work collaboratively with contractors, consultants and the City to accomplish the work of the organization. The staff is led by a very active and highly engaged board of directors. Being curious, multidisciplinary, and team-oriented are keys to success in the organization. The company thrives through our high-performing, participatory, and fun-loving work environment.

Position Description
This full-time exempt position reports directly to the General Manager. The Capital Projects and Operations Director primary work emphases are to manage and oversee Yerba Buena Gardens' complex construction projects and related issues. Projects and plans site capital improvements and support the General Manager in the day to day management of the Yerba Buena Gardens

Due to the nature of the YBGC work and office culture, the Capital Projects and Operations Director will also be expected to assist with other projects throughout the organization as needed. Work hours vary, based on projects and events. Evenings and weekend work will be required.

Primary Responsibilities
The primary responsibilities of the Capital Projects and Operations Director are outlined below.

<u>Capital</u>
Project Management

- Oversee and manage all onsite capital construction projects and site improvements.
- Direct and approve all construction project schedules and contract administration.
- Collaborate with all onsite teams to review consistency, and ensure that operations are run efficiently and within budgets and in compliance with all Conservancy and City laws, codes, policies and procedures.
- Work closely with external vendors to ensure an open line of communication and quality control. Identify impacts of projects on site operations.
- Make routine inspections of projects to ensure safety and compliance. Monitor each project closely to ensure that Yerba Buena Garden Policies and Procedures and Safety Orders are being adhered to.

Financial Management, Bidding, Contracting and Compliance

- Oversee capital projects and ensure completed on time and within budget while following all Conservancy and City and County of San Francisco practices, codes, policies, and procedures.
- Establish and maintain civic, community, and corporate relationships that will permit best pricing on capital purchases and services.
- Identify project specifications and oversee all RFP process and bidding to ensure consistent and in compliance with all Conservancy and City and County of San Francisco policies and laws.
- Ensure all contracts, insurance and compliance requirements are in place and documented throughout the construction process including maintaining all insurance files, contract files, and certified payroll files.

- **Long-Term Capital Planning**
  - Initiate a full site-wide capital assessment plan.
  - Work with the General Manager to assess future capital needs and maintain a long-term capital projects plan and budget.
  - Meet periodically with engineers to review equipment and property condition reports and assess specific capital needs.
- **Communications**
  - Communicate and coordinate capital construction schedule with Conservancy Staff and the community members that will be impacted by the work.
- **Systems and Software**
  - Maintain and update capital project software to allow for distribution and communication of projects to team members.

Operations

- **On-Site Management**
  - Work closely with the General Manager to oversee the day to day management and conditions of Yerba Buena Gardens in a first class, enjoyable, and safe manner.
  - Conduct routine property inspections to ensure safety and compliance. Create Condition Reports and Incident Reports as needed, and provide the General Manager with inspection reports of findings and recommendations.
  - Respectfully interface with Gardens visitors, and enforce Gardens rules and regulations.
  - Work with the Chief Engineer to plan and implement M&R projects, and provide a weekly M&R report to the General Manager.
  - Assist the General Manager with budget preparation and monitoring, and provide recommendations.
- **Tenant Relations**
  - Track and communicate tenant issues with appropriate staff until all are resolved. Respond to tenant requests and problems in a timely and courteous manner, and produce a monthly tenant report for the General Manager.
  - Make recommendations to the General Manager for repairs and maintenance needs, and coordinate repair and maintenance schedules with the Engineering department.
  - Coordinate work orders using Daily Activity Reporting system. Maintain oversight of Tenant files and insurance, prepare and distribute letters, bill backs, and spreadsheets as necessary.
  - Prepare work and change orders, and assist in accounts receivable monitoring and collection efforts.
  - Work with the Operations Administrative Assistant to ensure COIs meet the Conservancy's required levels of coverage and additional insureds.
- **Safety**
  - Ensure that the Gardens are operated in a safe manner for the protection of life and property.
  - Conduct regular inspections of the park and tenant spaces to ensure compliance with leases and life safety policies. Ensure that all staff and sub-contractors who work in the Gardens do so in a safe environment and are informed and reminded of injury prevention information and equipment, as well as precautions and protections.
  - Regular review of the Gardens' emergency preparedness plans, and implementation of annual emergency preparedness training for all who work in the Gardens.
  - Maintain manuals for management, company, emergency, park rules and regulations, as well as maintenance and repairs tracking logs.
  - Work as a strategic member of the Yerba Buena Gardens neighborhood security group.
  - Assist the General Manager with planning and implementing staff trainings.
- **Compliance**
  - Stay up-to-date on compliance requirements for the Conservancy and the City and County of San Francisco.
  - Ensure compliance with OSHA and other regulatory agencies.
  - Confirm that all contractors and subcontractor agreements continue to meet requirements.
- **Subcontractor Management**
  - Work with the General Manager to oversee subcontracted vendors.
  - Track and manage compliance of subcontracts, manage communications with subcontractors, and conduct inspections of subcontractors' work and produce reports.
  - Oversee contractors and subcontractors required for day to day management of the Gardens, including bidding and negotiation, and follow the Conservancy's Financial Policies and Procedures.
  - Manage vendors to ensure clear communication, quality control, and permit review of open work orders.
  - Create a system and process to ensure all vendors are in compliance with licensing, bonding, legal, and insurance where required.

- **Engineer Staff Management**
  - Work closely with the engineering team to ensure all requests are reviewed and within budget.
  - Lead, manage, coach, and develop staff to meet the goals and needs of the Gardens.
- **Event Support**:
  - Oversee the Operations Administrative Assistant (the O.A.A. is first point of contact on events, and drafts all required supporting documents and permits) to ensure the following duties and documents are completed: event communications, meetings, and coordination; marketing, permits, parking reservations, invoices, notifications, and updates to the events calendar.
  - Monitor event activities for compliance with park policy, and applicable laws and regulations.
  - Ensure each event is properly staffed -- security, janitorial, landscaping, engineering, sorting, additional staff.
  - Responsible for day-of management at events, particularly during event load-in and load-out.
  - Inspect and document property conditions before and after the event.

Requirements/Qualifications

Candidates considering applying for this position should have the following qualifications:

- Minimum of 5 years of full-time project management or construction management experience.
- Minimum of 2 years' experience with public projects.
- Experience working within the City and County of San Francisco.
- Strong knowledge of OSHA compliance.
- Strong knowledge of facility, tenant leases, and Gardens standards of care.
- Experience managing public events.
- Customer service focused.
- Self-directed but also a team player.
- Intermediate skill level in MS Office, Excel, and Outlook.
- Demonstrate excellent verbal and written skills.
- Organized and able to multi-task, and change directions with ease.
- Accounts payable experience. Understanding of budgets and financial statements
- Excellent problem-solving and communication skills.

Compensation

Salary for this full-time position is very competitive and dependent upon experience and qualifications. The organization provides an extensive healthcare and benefits package.

To Apply

Those interested should submit a cover letter in the body of the email and attach a resume to jlinwood@ybgconservancy.org. Electronic resumes only; include "Capital Projects Manager – [Your Name]" in the subject header. In the cover letter, please indicate how you learned about this position. No calls, please. The position will remain open until filled.

Equal Opportunity

The YBGC is an equal opportunity employer and does not discriminate on the basis of age, national origin, ethnicity, race, religion, ability, sexual orientation, gender or political affiliation.