

# YERBA BUENA GARDENS CONSERVANCY

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.

## SERVICES MANAGER

The **Services Manager** is responsible for leading and managing all aspects of safety, cleaning, and customer services for the Conservancy. The Services Manager will oversee the daily operations and special projects of the Conservancy's sub-contracted Security and Janitorial (includes waste sorting) departments that consist of five to six sub-contracted employees on a shift, to ensure the Conservancy's safety and cleaning policies and procedures are followed, and that the Gardens is safe, clean, and welcoming for public enjoyment.

### Qualifications:

- 5 years+ experience in an increasingly responsible leadership position. Prior management experience required; ability to direct, train, and motivate staff.
- Experience working in public space, and knowledge of the benefits and challenges that come with public space.
- Working knowledge of Cal-OSHA workplace safety procedures, public safety security procedures, conducting incident and/or accident investigations.
- Ability to discern life safety and security threats based on information received internally or from law enforcement agencies.
- General understanding of security and janitorial environments.
- Strong professional customer service and oral and written communication skills.
- Experience with CMMS (Computerized Maintenance Management System) and Security reporting software.
- Maintain an active guard card (*or obtain guard card upon hire*).
- Literacy with Microsoft Office programs. Google Suite *preferred*. Experience with budgets and tracking expenses *preferred*.
- Must be a self-starter, proactive, and solution minded.
- Must be a hands-on manager, willing to step in with teams to get tasks accomplished (pick up trash, move barricades, etc.).
- Be licensed and insured to operate a motor vehicle in the United States.
- Experience working events a plus.
- Ability to work nights, weekends, and holidays, as needed:
- Ability to stand, stoop, or bend; walk for a majority of the shift; lift up to 45 lbs.

**Services Manager responsibilities:**

- Monitor and evaluate the efficiency and effectiveness of security and janitorial (includes waste sorting) service delivery methods and procedures; identify challenges as well as improvement opportunities and present them to the Conservancy's General Manager.
- Lead, train (or coordinate outsourced training), motivate, and evaluate the security and janitorial departments. Plan, develop, implement programs that ensure the safety and cleanliness of the Gardens.
- Meet with Conservancy and subcontracted staff weekly to prioritize projects, identify challenges, and create solutions.
- Work with department subcontractors to plan, delegate, and monitor workflow, improve procedures, correct deficiencies, and prioritize conflict resolution; and implement disciplinary actions and/or termination procedures.
- Work with other operational departments to plan cross-over department projects.
- Lead department briefings as needed.
- Learn and train the Conservancy's policies and procedures, including but not limited, to the Conservancy's Emergency Preparedness Plan, and other appropriate safety trainings.
- Provide leadership to staff, tenants, and public in emergency response situations.
- Ensure compliance with applicable Cal-OSHA workplace safety procedures, Health and Safety Guidelines, and City and County of San Francisco Refuse Separation Ordinance.
- Monitor, maintain, and ensure accuracy of the CMMS and security reporting environments.
- Assume the role of Safety Coordinator for security and janitorial departments.
- Manage and participate in the development of department budgets. Forecast future needs, training, equipment, and supplies.
- Monitor budget, track expenditures. Procure and maintain equipment and supply inventories and MSDS logs.
- Develop and maintain department schedules and ensure all shifts are filled by sub-contractors.
- Facilitate department repair/maintenance and special projects.
- Develop department and other reports, including but not limited to, work orders, condition reports, activity and incident reports, as needed.
- Foster and maintain positive working relationships with all operational departments, tenants, subcontractors, tenants, organizational partners, and city agencies.

- Assist the Conservancy's event programmer in the development of event-specific security and janitorial staffing plans, as needed.
- Attend neighborhood safety meetings as well as SFPD Southern Station monthly community safety meetings.
- Conduct Gardens inspections with subcontractor account representatives.
- Conduct industry operational studies and provide procedural recommendations.
- On-call as needed, based on Gardens events and activities.
- Other duties as assigned necessary for the care, cleanliness, and safety of the Gardens.

**Equal Opportunity:** The Conservancy 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. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

**Covid-19 Vaccination:** Yerba Buena Gardens is a City and County of San Francisco property. All Conservancy employees, as well as sub-contracted staff, are required to be fully vaccinated. Proof of vaccination required.

**Mission:** 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 Convention 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 and and Fountain, Yerba Buena Center for the Arts, Children's Creativity Museum, South of Market Child Care Center, Yerba Buena Ice Skating and Bowling Center, historic LeRoy King Carousel, as well as a children's area with a learning garden, and large playground. 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. An administrative staff contracts for maintenance, operations, programming, and security services.

**Organizational Culture:** The Conservancy is a small efficient team who 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.