



The Crissy Field Center is looking for an **Operations Manager**, The Operations Manager is tasked with supporting all Crissy Field Center operations by providing operational, administrative, communication, and technical support. The position manages the Center's data, tracks budget and manages monthly finances, provides support in external and internal communications. The position collaborates with the Parks Conservancy's Data Analytics department, to develop and improve database systems. The position is also tasked with the administering systems that ensure smooth, efficient administrative and communication operations that support the work of Crissy Field Center. The position is responsible for the oversight of Crissy Field Center's administrative office, front desk and coordination with the Park's Conservancy's main offices at Fort Mason. Ideal candidates will have interest in working in a dynamic youth environment and in the values and mission of the Crissy Field Center, Parks Conservancy and National Parks. ***This is a full-time benefitted position.***

Key Duties and Responsibilities

Data and statistics: Manage statistics and data, compile, maintain and report program data using multiple databases and tracking tools; support and train staff with data input and data management. Participate in the development and improvement of database systems in collaboration with the Data Analytics team. Work with Data Analytics team to implement filing conventions. Organize digital, cloud based, and hardcopy media and program files in line with standards. Update and maintain current photo library. Provide one-on-one and group trainings as needed for new and existing systems.

Administrative Office: handle requests for information by phone and online; direct requests to appropriate staff as needed. Insure clear, concise, and up to date information is disseminated to the public when needed. Purchase and maintain general office supplies, copy machine and assist staff and participants with computer, printer/ copier needs; coordinates with IT Help Desk. Work closely with the Manager of Facilities so that each can support the other as needed in their respective responsibilities. Supervise administration assistant.

Budget and Finances: Manage purchases, payments, monthly reconciliation and reporting for credit card and petty cash. Track budgets; provide budget support to managers during quarterly forecasting. Act as liaison to finance and accounting department to ensure that Center staff are following finance processes

Coordination: Schedule and coordinate meetings, prepare materials, hospitality, record and share notes with meeting attendees. Follow up on action items and priorities identified. Provide support for conference presentations and special events including celebrations, trainings, and annual retreat. Includes event planning, venue and travel coordination, and other related tasks.

Communication and Outreach:

Support staff to prepare reports, write articles, update brochures and other outreach materials for external communications as needed. Write and edit copy for web and printed media; proofread. Collaborate with Communications Team to manage content on various social media platforms and on criteria, image permissions, releases and use as images are added to the Parks Conservancy in their new image database. Manage Crissy Field Center web pages, including assisting managers in maintaining and refreshing content, images, event calendar listings, registration pages, etc. Serve as liaison with Parks Conservancy Web Team and Editorial groups.

Desired Knowledge, Skills, and Abilities

Computer Skills. Demonstrated proficiency in multiple computer programs and systems, such as CRM & CMS platforms such as Salesforce, MS Office (especially Excel), Adobe Acrobat Pro, Adobe software such In Design and Photoshop, Lightroom, Google and database systems. Experience with web and social media. Adept at learning new applications quickly. The candidate will demonstrate comfort in navigating different platforms and the ability to assess and streamline systems.

Interpersonal skills: considers and responds appropriately to the needs and capabilities of different people in different situations (with youth, the public, colleagues, etc.); is tactful, and treats others with respect; relates effectively to others when encountering difficult situations.

Organizational skills: demonstrates attention to detail, accuracy and thoroughness; works efficiently and completes tasks on time; takes responsibility for own actions; can be relied upon, can adjust to changing timelines, ability to work on multiple on-going projects, able to work both independently and in a team

Written and verbal communications: editorial skills such as copy-writing and copy-editing; ability to verbally communicate instructions and provide trainings

Problem solving: identifies and resolves problems; works with others to solve complex issues

Desired Education and Experience:

- Demonstrated experience in office administration and program operations
- Experience working with communities of color, communities with marginalized identities, mixed socio-economic status in the Bay Area or other urban areas
- Background and/or interest in social justice, diversity, equity and inclusion work
- Bilingual or multilingual with language(s) spoken in the Bay Area- Spanish, Cantonese, Vietnamese, Tagalog, Russian a plus
- Valid CA Driver's license and clean driving record.

Physical Requirements and Work Environments: Work is performed mostly in an indoor, energetic, shared office space. Work is primarily performed sitting and standing at a computer. Frequently lifts, carries and positions objects weighing up to 30 pounds.

Compensation

This is a full-time position with an excellent benefits package. The salary for this position will be commensurate with work experience, skills and educational background.

To apply please visit <http://www.parksconservancy.org/about/jobs/>

Applications will be accepted until January 30, 2019

Please no phone calls about this position.

The Golden Gate National Parks Conservancy strives to engage a workforce reflective of the community it serves. We do not discriminate on the basis of race, color, age, gender, national or ethnic origin, religion, sexual orientation or physical disability. All qualified applicants are encouraged to apply.