

GARDENS OF GOLDEN GATE PARK

Position Title: Operations & Office Manager

Hours: Full-time (35-hour workweek)

Role Classification: Regular with Benefits

Exemption: Exempt

Reports to: Chief Financial Officer

Salary: \$77,000.00 – \$85,0000

ABOUT THE GARDENS OF GOLDEN GATE PARK

The mission of Gardens of Golden Gate Park is to connect people to plants, the planet, and each other. Gardens of Golden Gate Park is a public/private partnership between the San Francisco Recreation & Park Department (RPD) and the San Francisco Botanical Garden Society (SFBGS) to jointly operate the Conservatory of Flowers, Japanese Tea Garden, and San Francisco Botanical Garden. A Lease & Management Agreement between RPD and SFBGS, approved by both the Recreation & Park Commission and the Board of Supervisors, sets the terms of the partnership. The agreement is a cooperative management agreement that outlines the roles and responsibilities for each partner. Key areas of responsibility for SFBGS include volunteer engagement, education, visitor experience, philanthropy, membership, marketing, and other functions. RPD is responsible for horticulture and facility management and maintenance, master planning and capital improvements conducted with SFBGS, and other functions. Together, RPD and SFBGS collaborate on collections management within the Gardens.

The **Conservatory of Flowers** is a national, state, and local landmark and a place of exceptional beauty. Built in 1879, the Conservatory was the first formal structure erected in Golden Gate Park and remains an internationally renowned icon, displaying and cultivating unusual plants to heighten awareness of the pressing need to preserve threatened rainforest environments.

The **Japanese Tea Garden** is the oldest operating public Japanese garden in North America. This garden provides visitors from around the world with an opportunity to experience the natural beauty, tranquility, and harmony of a Japanese-style garden and was originally created as an exhibit for the 1894 California Midwinter International Exposition.



San Francisco Botanical Garden opened in 1940 and is a 55-acre living museum within Golden Gate Park, showcasing 8,000 different kinds of plants from around the world. San Francisco's oceanic climate with cool dry summers, mild wet winters, and presence of fog allows the Garden to grow a diverse array of species from around the world.

POSITION SUMMARY

The Operations & Office Manager reports to the Chief Financial Officer (CFO) and is part of a recently restructured administration department that includes Operations and IT, Finance and Accounting, and People & Culture. This position is responsible for managing and coordinating multiple offices and facility workspaces and supporting all levels of the organization to ensure its peak functionality. The Operations & Office Manager is responsible for the overall management of our general operations, which includes managing our outside IT vendor, managing office equipment and services, and managing office facilities and supplies so that employees can operate at the highest level. The Operations & Office Manager will provide reliable support for operations by creating, implementing, and managing processes, procedures, and systems and communicating them to all employees. The Operations & Office Manager should have experience engaging with staff to provide support, managing vendor relationships including outside IT support, setting up new facilities and systems, and providing excellent customer service to all levels of the organization. The ideal candidate has the flexibility to handle day-to-day routine tasks as well as unexpected and often urgent requests. No two days are the same for this role, and the ideal candidate thrives on multi-tasking, enjoys working with a broad range of people, and has a strong desire to help others.

RESPONSIBILITIES

- Manage and coordinate facilities needs with our City partner/landlord and private landlord.
- Ensure maximum office efficiency by maintaining common areas, organizing procedures, and managing office equipment and furniture, supplies, and mail.
- Oversee and maintain office equipment for uninterrupted function; identify needs and acquire supplies as needed.
- Manage and implement facilities and operational onboarding for new employees, including desk and office space, supplies, and IT equipment, ensuring that new employees have all that is needed to begin working on day one.
- Manage all office and facilities vendors including telecom, internet, postage, building security, maintenance, cleaning, furniture, and office supplies. Make recommendations for new vendors as needed based on price, service level, and organizational needs. Negotiate contracts.
- Partner with and oversee our IT consultants to ensure that our technology infrastructure is secure, up to date, and supports all our business needs.
- Oversee and manage IT equipment and services for staff in coordination with our IT consultants to ensure that employees have what they need to effectively perform their duties while keeping within budget.
- Oversee systems and system implementations for business systems including MS Office products including SharePoint, Asana for project management, and other specialized business systems, partnering with our IT consultants to meet individual, departmental, and organizational needs.
- Manage all aspects of space/infrastructure planning (e.g., moves, additions, changes to workstations) and provide answers, resources, and solutions when requested.

- In coordination with San Francisco Recreation and Park Department, coordinate all safety and security planning and procedures for the facilities including key management, alarm systems, lighting, etc.
- Manage emergency planning and collaborate with People & Culture team to coordinate staff training for safety and emergency procedures.
- Develop and manage an annual budget for all operations and facility needs.

EXPERIENCE & QUALIFICATIONS

- Bachelor's degree and 5 years' professional experience with at least three years' experience in office and operational management, or a comparable combination of education and experience.
- Patient, persistent, and consistent follow-through; attention to detail and commitment to excellence.
- Efficient, organized, able to manage multiple and occasionally competing priorities; ability to work under pressure and meet firm deadlines; creativity and optimism in solving challenges and problems.
- Commitment to a high level of customer service; demonstrated clear and effective written and oral communication skills.
- Experience developing organizational plans and systems at multiple levels; strong project management experience is preferred.
- Ability to engage with vendors, the public, RPD, volunteers, and staff at all levels of the organization.
- Experience managing an outside IT vendor preferred.
- Strong computer skills with Microsoft Suite, like Microsoft Office, Word, Excel, Outlook, PowerPoint, and Sharepoint.
- Commitment to the overall success of the Gardens.
- This list is not meant to be all-inclusive and may be expanded to include other duties, responsibilities, and expectations that may be assigned.

ADDITIONAL EXPECTATIONS

- The Gardens are open to the public 365 days a year. This role generally follows standard office hours but may require occasional evenings and weekends during peak periods or events. The Office & Operations Manager is expected on-site five days per week, with limited remote work flexibility. Work takes place across four main locations in and around Golden Gate Park, so the ability to be present at all sites is essential.
- Must be able to engage in a range of physical motions, including standing or sitting at a desk or computer, climbing stairs, and walking (sometimes on uneven surfaces) or working outside in varying weather conditions for extended periods of time.
- Must be able to lift/carry up to 30-pounds.

FOR ADDITIONAL INFORMATION AND TO APPLY: Complete application with attached cover letter at <https://recruiting.paylocity.com/recruiting/jobs/All/99885d66-fdde-45ea-b169-b55cfb505be0/Gardens-of-Golden-Gate-Park>

Gardens of Golden Gate Park is an equal opportunity employer and encourages candidates with diverse backgrounds and experiences to apply.

We are an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability, genetic information, or any other category protected by law.



CONSERVATORY
OF FLOWERS



JAPANESE
TEA GARDEN
日本庭園



SAN FRANCISCO
BOTANICAL
GARDEN