

TENDERLOIN COMMUNITY BENEFIT CORPORATION EXECUTIVE DIRECTOR JOB DESCRIPTION

Reports To:

Board of Directors

Supervises:

5-7 regular employees and 20-30 contract and volunteer employees

\$1,500,000 annual budget (\$1,100,000 property assessments, \$400,000 grants and fund raising)

29 block Property Based Improvement District

Position Summary

The purpose of the Executive Director position is to lead, facilitate and motivate personnel to accomplish all TLCBD objectives as outlined in the organization's core purpose statement, District Management Plan and the TLCBD Work Plan and Budget.

The Executive Director acts as the Chief Executive Officer of the organization. Subject to the policy setting direction of the Board of Directors, the Executive Director supervises, directs and manages the day-to-day business and management of the organization and the community benefit district (CBD). The Executive Director is also the primary fundraiser for the organization and has other duties and powers as may be conferred by the Board of Directors. The Executive Director makes the day-to-day management decisions for the effective and efficient management of the organization.

The Tenderloin is a special and unique neighborhood within San Francisco. The Tenderloin has an exceptionally diverse population approximately 28,000, 25% of whom are housed in family units. It has the highest concentration and density of both children and seniors of any San Francisco neighborhood: 35% percent of the total housing is single room occupancy dwellings.

For the right individual, the Executive Director position will provide great rewards and satisfaction. The position provides an opportunity to address significant challenges in the areas of housing and homelessness, social policy and urban economic development in the heart of one of the world's most dynamic cities. The rewards for the individual who is up to the challenge are huge. Success in this position is manifested in the positive impact in the lives of children and families, seniors, and business and property owners in the neighborhood.

The overall goal of the position is fulfillment of the Tenderloin Community Benefit District core purpose statement.

“To Lead the Evolution of the Tenderloin into a Vibrant Community for All.”

Essential Tasks and Responsibilities

Knowledge and Skills: Applicants who have demonstrated the following skills and knowledge will be highly regarded by the search committee:

- Creative, entrepreneurial leader, able to articulate and implement a clear vision for the organization.
- Skilled consensus builder, able to work well within the framework of a complex and politically sensitive public-private sector environment, with a broad cross section of personalities.
- Ability to provide leadership and focus to a passion-driven, high-output very motivated staff.
- In-depth understanding of the wide range of issues facing business/community improvement districts and urban districts in North America, as well as a knowledge of successful programs in other districts that have addressed similar issues.
- Knowledge of marketing principles and strategies (including advertising and public relations).
- Effectively facilitate multiple projects simultaneously while meeting deadlines.
- Demonstrate proven integrity and sound judgment.
- Excellent oral and written communication skills.
- Proficiency in Windows and Microsoft Office.

Leadership and Planning

- Provide leadership in the implementation and enhancement of strategic action plans that include concise measurable objectives and goals consistent with the TLCBD Strategic Plan and the organization’s Core Purpose Statement.
- Ensure that all requirements of the CBD management contract with the City and County of San Francisco are fulfilled in a timely and professional manner.
- Develop additional funding sources to augment the organization’s assessment revenues. The current TLCBD budget is 30% funded by non-property assessment income in the form of grants, donations and earned income.
- Serve as the organization’s chief spokesperson and primary advocate representing the organization with media, the Mayor’s office, Board of

Supervisors, government agencies, urban associations, and other civic organizations.

- Stay abreast of developments in the urban revitalization area. Research successful BID/CBD programs and introduce new ideas to further the development of the organization.
- Facilitate consistent, informative communication and effective outreach to the organization's Board of Directors, property and business owners, government agencies, and other constituents. Create awareness and build consensus for the District's activities, programs, and services.
- Oversee the planning, implementation, and follow-up of Board and Committee meetings, focus groups, presentations, and special events. Oversee the coordination of Board agendas, meetings, minutes, and correspondence.

Administration and Management

- Manage and train a highly qualified and motivated staff to carry out the organization's programs and to accomplish the organization's objectives.
- Oversee the implementation of administrative, management and financial systems, which maximize the organization's operating efficiency and accountability.
- Prepare annual TLCBD and individual project and program budgets. Monitor budget variances and facilitate regular budget and other finance-related reports.
- Oversee preparation of the Annual CPA Review and 990 filing and submit same to Board of Directors.
- Lead and manage a sophisticated, multi-year fund raising effort which includes:
 - Overseeing and leading grant writing efforts to augment and grow the TLCBD budget
 - Securing corporate investments in the organization
 - Working with City Agencies and other Non-profit organizations to secure project funding
 - Developing earned income opportunities
- Oversee the preparation and distribution of monthly, quarterly, and/or annual reports analyzing the progress of organization projects, programs, and operations.
- Oversee the maintenance of District assessment billings and maintenance of comprehensive property owner and assessment databases.

- Research, negotiate, monitor, and manage all contracts on behalf of the organization.
- Any other tasks assigned by the Board of the Directors relevant to achieving the objectives and goals of the organization.

TLCBD Programs

Physical Environment

Clean Programs

- Provide leadership and support to the Clean Team Manager and operations staff to ensure the achievement of all program goals and objectives. The TLCBD currently contracts with Block by Block, a national firm providing maintenance and security services to urban organizations, to provide the Clean Team services.
- Monitor the effectiveness of maintenance programs and oversee the development of creative solutions to issues.
- Oversee the planning, development, and coordination of TLCBD and Department of Public Works initiatives to secure routine and special projects that further the TLCBD's mission.

Safe Programs

- Oversee and expand the TLCBD's Safe Passage to/from School program
- Oversee and expand the TLCBD's Safe Passage Senior program
- Oversee and expand the TLCBD's programs to support the operations and development of Block Safety Groups

Public Space Programs

- Work with Recreation and Park Department in Turk-Hyde Park activation programs and long term management of the park
- Work with Trust for Public Lands in the development of the Tenderloin Wellness Trail
- Work with MTA and Walk SF to develop safer streets and safer pedestrian access

- Develop creative solutions and activations to enhance the safe and healthy use of District sidewalks

Economic Opportunity

- Work with TLCBD Board and Staff to develop and grow Economic Opportunity Programs
 - Programs to promote a healthy business environment
 - Programs to create work force development opportunities for Tenderloin residents.
 - Programs to attracting new business investment
- Work Collaboratively with other organizations promoting economic development and business attraction.

Neighborhood Pride

- Provide leadership and support to ensure the achievement of communication goals and objectives including:
 - Marketing/Communication activities
 - Community outreach and community voice development
 - Public relations activities
 - Special events

Position Specifications

Education: Bachelors Degree in related field (i.e. business administration, public administration, urban planning).

Experience: Two to five years experience in an urban setting performing improvement district activities with a city population of 100,000 plus with an annual budget of \$1,000,000 plus or other demonstrated experience in a similar management position. Experience with the formation and/or operation of a property based assessment district/CBD preferred. Five years of management experience including direct oversight of administration, financial, and service delivery systems, and staff resources. Background in marketing, planning, economic development or redevelopment a plus. Experience working in

partnership with public sector entities. Experience in media relations and public speaking.

The ideal candidate will also have demonstrated success in dealing with diverse constituents, such as a complex business and non-profit community, local governmental agencies and consumers. As a relationship and coalition builder, the ED needs to offer a broad perspective on a range of issues that impact the CBD, including zoning, transit, marketing and master planning. Demonstrated experience in translating a plan into results with measurable and visible outcomes is paramount. Finally, the successful candidate must exhibit great judgment, possess energy and integrity, be politically astute, and show a track record in developing successful business and government relationships. The successful candidate is one that appreciates a challenge and understands the rewards that come with successfully meeting challenges.

Position Environment

The TLCBD is an urban management/leadership organization in a culturally diverse environment. Board members, property owners and business owners reflect this diversity. The TLCBD is committed to complying with State and Federal laws which include Fair Employment Practice laws, which provide equal opportunity in employment to all persons regardless of race, color, national origin, sex, age, religion, veteran status, or disability.

Salary and Benefits

Salary & benefits commensurate with the experience and skills.

Please submit resumes to:

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www.tlcbd.org

Healthy Neighborhood

