



Title: Deputy Director of Operations & Stewardship  
Compensation: Commensurate with experience (\$115,000 - \$140,000)  
Full-Time: Salaried/Exempt  
Reports to: Executive Director

The Deputy Director of Operations & Stewardship (O&S) is a new position responsible for providing cohesive leadership in unifying Tenderloin Community Benefit District's (TLCBD) daily on-the-ground service. This position oversees the Directors of our Clean, Safe, Camera Network, and Park Stewardship programs, each of whom is responsible for training, quality assurance, logistics, and overall management of their team, as well as budgets, personnel management and performance of these programs.

Our O&S Programs - Safe, Parks, and Clean, employ together approximately 60 staff total -15-25 staff respectively. We strive to employ residents of the Tenderloin to provide skill-building and workforce entry opportunities resulting in resident-led and community-based solutions to the environmental and social challenges of the Tenderloin.

This role provides, for the right candidate, an opportunity to address significant challenges in the areas of community and economic development, equity for communities of color and underserved populations, access to parks and shared spaces, sidewalk cleanliness and public safety, housing, homelessness, and urban policies in one of the most storied neighborhoods in one of the world's dynamic cities.

#### **Essential Tasks and Responsibilities**

- Manage, train, and professionally develop, a motivated staff through the lenses of DE&I to transform three separate O&S programs into one cohesive workforce team, centered on elevating Tenderloin residents to the highest levels of employment.
- Oversee the management of our camera network team and support their leadership in both growing camera coverage of our network and expanding the support team.
- Develop and lead a robust data management system for all operations for programmatic, organizational, and professional development.
- Develop effective high-level collaborations with relevant City and CBO partners to coordinate and measure collective impact of services.

- Create operations map for daily logistics and impact measurement.
- Oversee the implementation of administrative, management and financial systems for the O&S team through annual program budget preparations with the Finance team.
- Support the ED in managing a multi-year fund raising effort for O&S and hold responsibility for execution of grant deliverables under the O&S team.
- Oversee the preparation and distribution of monthly, quarterly, and/or annual reports analyzing the progress of O&S projects and programs.
- Research, negotiate, monitor, and manage all contracts relating to O&S.
- Lead the O&S Committee of the Board.
- Work closely with the People & Culture department to develop regular and annual performance evaluation processes, performance improvement plans, coaching, promotions and wage increases equitably across programs, and compliance & risk management policies and practices.
- Develop and implement a universal data collection system for all operations programs.

#### **Required Skills/Experience:**

- Extensive experience and demonstrable success in managing multi-team operations, including 365 day/year programs.
- Creative, highly organized leader, able to articulate and implement a clear vision and impact for O&S, both internally and externally.
- Skilled people manager, able to work well within the framework of a complex environment while building a culture of safety, both internally with staff and externally with program partners and funders.
- In-depth understanding of the wide range of issues facing community development agencies and business improvement districts, as well as a knowledge of successful programs in other districts of San Francisco.
- Excellent oral and written communication skills.
- People-centered leadership, fostering open communication, inclusiveness and the ability to learn from others.
- Proficiency in Microsoft Office, Google Docs, etc.

- Skilled in evaluating program measures, providing briefs and reports for a variety of audiences including funders, Board members, all staff, community members and groups, communications firm, Executive Director, etc.
- Demonstrate proven integrity, sound judgment, political acumen and discretion, and leading by example with a high-level of professionalism and the ability to inspire the same in others.
- Experience and success at building, leading, and evolving teams - creating a culture of inclusion and belonging through shared vision and purpose - and nurturing leadership in others as a servant leader.
- The ability to be bold, creative and courageous; and the ability to demonstrate self-control, diplomacy and resilience in difficult political situations.

#### **Position Specifications**

Education: Bachelor's Degree in a related field (i.e. public/nonprofit administration, public administration, public policy, urban planning, etc.) is highly desirable.

Master's in Public or Nonprofit Administration or related fields is a plus.

Experience: Five years or more of experience in an urban setting leading operational and workforce leadership programs. Three years of management experience including direct oversight of staff. Demonstrated success in data/evaluation management. Experience working in partnership with public workforce agencies, and CBO partner agencies is preferred. Experience in people and program management is required.

The ideal candidate will also have demonstrated success in working with diverse constituents, underserved populations, and local governmental agencies. As a relationship and coalition builder, the Deputy Director needs to offer a broad perspective on a range of policy issues that impact the CBD's operations. Demonstrated experience in translating a plan into results with measurable and visible outcomes.

In compliance with TLCBD policies, all employees must show proof of being fully vaccinated with booster(s) for Covid 19. This individual is also required to pass a LiveScan background check.

Please submit cover letters and resumes to:  
Greg Moore, Director of People & Culture



## TLCBD Overview

Founded in 2005, the Tenderloin Community Benefit District (TLCBD) is a dynamic nonprofit organization based in San Francisco, CA. Our core purpose is: To lead the evolution of the Tenderloin neighborhood into a vibrant community for ALL. Grounded in values of connection, respect, responsibility, and courage, we work relentlessly to provide a clean and safe environment and positive experience for visitors and residents. Through strong community partnerships and supportive collaboration with city agencies, our team leads the day-to-day operations of programs inclusive of Neighborhood Pride, Economic Opportunity, Inviting Space, Safe Passage, Clean Team, Youth Voice and the Tenderloin Camera Network. Visit us at [TLCBD.org](http://TLCBD.org) to learn more.

### Commitment to Equity in Hiring:

As a platform for empowerment, advocates, and responsive local stewards, TLCBD is dedicated to the neighborhood we serve – a richly diverse, dynamic, and predominantly low-income community of color. When recruiting for our team, we believe it is important that our organization is reflective of the many dimensions of diversity represented in the Tenderloin. We strive for equity for the Tenderloin neighborhood, and we actively work to build an equitable organization – eliminating barriers to employment to reach every level of leadership at TLCBD. We encourage members of the BIPOC, LGBTQIA+, and all Tenderloin communities to apply. TLCBD is for the community and by the community, and we encourage direct community engagement, as together we continue to lead the evolution of the Tenderloin neighborhood into a vibrant community for all. (TLCBD is an at-will employer)