

**City and County of San Francisco
Department Head II (#0962)**

Managing Director – San Francisco War Memorial and Performing Arts Center

ORGANIZATION REVIEW:

The San Francisco War Memorial and Performing Arts Center is a department of the City and County of San Francisco. The Center includes the War Memorial Opera House, War Memorial Veterans Building, Louise M. Davies Symphony Hall, Zellerbach Rehearsal Hall and adjacent grounds, and hosts approximately 900 performances and events annually in seven rental facilities serving annual attendance of approximately 1 million patrons, guests and visitors.

This position is appointed by and reports to the 11-member War Memorial Board of Trustees and the incumbent serves at their pleasure. The position directs the Center's staff of approximately 70 full-time employees and 100 part-time employees.

POSITION SUMMARY:

Under broad policy direction of the War Memorial Board of Trustees, the Managing Director is charged with implementing the mission and long-term vision of the San Francisco War Memorial and Performing Arts Center; oversees the development of strategic plans and interim goals; establishes policies and determines priorities; adjusts plans to respond to emerging and/or urgent issues; directs the allocation of resources to achieve timely outcomes and measurable goals within budget guidelines; as defined by the City Charter, serves as the appointing authority; and performs related duties as required.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

1. Direct the development and timely implementation of departmental goals, policies, and strategic plans; determine the organizational structure, staffing plans and assignments, service levels and administrative systems required to accomplish the department's mission in an effective and efficient manner.
2. Direct and oversee the operation of all departmental functions, activities and programs including personnel, booking and scheduling, fiscal management, building maintenance and repair, security, and license, patron and public services. Set objectives and monitor the performance of subordinate staff engaged in defined activities.
3. Consult with the Mayor's Office regarding department programs and initiatives; coordinate activities with other City departments; represent the department before and/or provide information to commissions, boards, committees, agencies, and the media.
4. Oversee long-term financial planning; direct the preparation and implementation of the department's annual operating and capital budgets; develop and recommend competitive rental rate and fee structures; develop long-term financing bond programs and/or alternative funding proposals for major capital improvement projects; make grant applications and develop funding plans for special programs and projects.
5. Direct the negotiation and implementation of contractual agreements with various contractors, vendors and organizations for food and beverage concession and catering operations, catering services, theatrical employee services, and building and equipment maintenance and services.
6. Direct the development and maintenance of a long-range master plan for the upkeep, maintenance and improvement of the Performing Arts Center buildings and grounds; consult and coordinate with facilities

licensees, building occupants and City representatives on short- and long-range capital improvement needs of the Center, lead the decision-making process to determine prioritization of capital projects.

7. Develop and maintain strong working relationships with resident and non-resident licensees of the Performing Arts Center, local and national performing arts representatives, War Memorial Trust beneficiaries, and City, State and national officials and agencies.

KNOWLEDGE, SKILLS AND ABILITIES:

- Requires a thorough knowledge of business management and financial principles and practices related to performing arts venue management; the organization and function of municipal government; and federal, state and local rules pertaining to the department's programs and activities.
- Requires knowledge of Government administration and experience in navigating public policies and procedures.
- Requires considerable ability to provide strong leadership skills; direct a deputy director and other management staff engaged in diverse activities; exercise administrative ingenuity, independent analysis, adaptability and judgement on highly specialized issues and proposals with difficult and complex choices of action; communicate effectively with and make recommendations and present them effectively to the War Memorial Board of Trustees, Center constituents, and commissions, boards and elected officials; apply the principles and practices of public administration, financial and personnel management; clearly interpret applicable laws ordinances and codes; and provide guidance to managers in a calm and effective manner.

MINIMUM QUALIFICATIONS:

Education: Possession of a Baccalaureate Degree from an accredited college or university; **and**

Experience: Five (5) years of proven and demonstrated successful progressive responsibility managing the operations of a performing arts venue and leading a diverse team. All of the qualifying experience must include supervisory experience.

Substitution: Applicants may substitute up to two years of the required education with additional qualifying experience as described above.

Desirable Qualifications:

- Two (2) years of senior level public policy issues experience
- Experience in negotiating a wide variety of contractual and collective bargaining agreements.
- Experience with Government administration and experience in navigating public policies and procedures
- Working with not-for-profit arts organizations representing communities from diverse racial, ethnic, and socioeconomic backgrounds

- Understanding of diversity, equity, inclusion and anti-oppression concepts especially as they apply to creating welcoming environments in public assembly venues

Verification of Education and Experience:

Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection process. More information can be found at: <https://sfdhr.org/information-about-hiring-process#verification>

All work experience, education, training and other information substantiating how you meet the minimum qualifications must be included on your application by the filing deadline. Information submitted after the filing deadline will not be considered in determining whether you meet the minimum qualifications.

Note: Falsifying one’s education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

Selection Procedure: Applications will be screened for relevant qualifying experience. Additional screening mechanisms may be implemented in order to determine candidates’ qualifications. Only those applicants who most closely meet the needs of the Agency will be invited to participate in the selection process. Applicants meeting the minimum qualifications are not guaranteed advancement in the selection process.

What else should I know?

Additional Information Regarding Employment with the City and County of San Francisco:

- [Information About The Hiring Process](#)
- [Conviction History](#)
- [Employee Benefits Overview](#)
- [Equal Employment Opportunity](#)
- [Disaster Service Worker](#)
- [ADA Accommodation](#)
- [Right to Work](#)
- [Copies of Application Documents](#)
- [Diversity Statement](#)

Statement on Diversity, Equity, and Inclusion: At the City and County of San Francisco, we share a commitment to a diverse, inclusive and equitable community. Each member of our organization is responsible and accountable for what they say and do to make San Francisco an inclusive and equitable place to live and work by employing fair and just practices to and for all.

HOW TO APPLY

Specific instructions and information regarding this recruitment process are listed below:

1. Please read [Critical Tips for Applying on Smartr](#) before you apply.
2. To submit your application, select the “I’m Interested” or “Apply Now” button and follow instructions on the screen.
3. Please submit a Letter of Interest introducing yourself, sharing your interest in the job, how you would add value to the position and the reasons you would like to work at the War Memorial.
4. Please explain in detail any experience in dealing with Government policies and practices, with examples if possible.
5. Look for a confirmation email that your application has been received. See **Application Procedure** section below for more details.

Applications for City and County of San Francisco jobs are **only** accepted through an online process. Visit <https://careers.smartrecruiters.com/CityAndCountyOfSanFrancisco1/> and begin the application process.

Applicants may be contacted by email about this recruitment and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up-to-date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses (@sfgov.org, @sfdpw.org, @sfport.com, @flysfo.com, @sfwater.org, @sfdph.org, @asianart.org, @sfmta.com, @sfpl.org, @dcyf.org, @first5sf.org, @famsf.org, @ccsf.edu, @smartalerts.info, and @smartrecruiters.com).

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. **Failure to receive this email means that the online application was not submitted or received.**

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

The City and County of San Francisco encourages women, minorities and persons with disabilities to apply. Applicants will be considered regardless of their sex, race, age, religion, color, national origin, ancestry, physical disability, mental disability, medical condition (associated with cancer, a history of cancer, or genetic characteristics), HIV/AIDS status, genetic information, marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, or other protected category under the law.

All your information will be kept confidential according to EEO guidelines.

If you have any questions regarding this recruitment or application process, please contact: Jenna Lee, Senior Human Resources Analyst, at jenna.lee@sfgov.org.