



Head of Facilities and Operations

Full-time (40 hours)

In-Person/Non-Remote

Position located at the Forever Balboa Park offices in the House of Hospitality, Balboa Park

Reports to: President and CEO

Our Commitment

Forever Balboa Park's mission is to sustain, envision, and enhance Balboa Park for all visitors in partnership with the City of San Diego, other park organizations, and the community. Forever Balboa Park welcomes people of all backgrounds, identities, and beliefs to join us in achieving our mission. We place diversity, equity, and inclusion at the heart of our recruiting efforts, and strive to build a culture centered on mutual respect, equal treatment, and the opportunity to succeed.

Position Summary

As a newly created non-profit organization resulting from a merger, Forever Balboa Park has a long history as an active leader in the park, leading park improvement projects, programs, and advocacy efforts. We realize our mission via a staff of 16 full time employees, several hundred volunteers, and a volunteer board. The Head of Facilities and Operations is a newly created position, reporting directly to the President and CEO, and will be a member of the Senior Team. While this position has oversight of multiple functional areas of the organization, given the size and tenure of the new organization, this position requires hands-on work maintaining the facilities, as well as administrative duties. These responsibilities include the day to day operations and maintenance of the organization's facilities, including:

- The House of Hospitality in Balboa Park (where our organizational headquarters are located, an historic building, housing a restaurant, a visitor center, public restrooms, a public courtyard, and several tenant administrative offices).
- The Visitors Center, a seven day a week information hub and gift store located within the House of Hospitality, where Park visitors get information about the Park, purchase tickets to the attractions, shop, and register for Forever Balboa Park tours.
- The Balboa Park Carousel, owned by Forever Balboa Park, located a ten-minute walk from the House of Hospitality.
- The Head of Facilities and Operations will also provide oversight of the Human Resources function for the organization.

The Director will supervise 5 direct reports (HR Manager, Director of Visitor Experience, Carousel Manager, Custodian, and Maintenance Specialist, as well as numerous contractors, including janitorial and plumbing services, heating and cooling system contractors, among others. This is an exceptional opportunity for a person with a deep passion for Balboa Park, significant experience in managing and maintaining facilities, expertise in operations, and a sincere commitment to partnership and exceptional customer service. Our generous benefits package includes paid time off, health insurance, dental insurance, vision insurance, life insurance,



long-term disability insurance, and a 403(b) retirement plan with a 5% employer match. Compensation commensurate with experience.

House of Hospitality Maintenance Responsibilities

- Provide depth of knowledge in engineering best practices for facilities including HVAC, building automation systems, life safety and systems, security systems, lighting fixtures and controls, plumbing, as well as tenant improvement projects.
- Hands-on involvement in maintenance and repair, including ordering supplies and parts, and managing the workshop, is required.
- Conduct RFQs and bid proposals, procure project equipment and materials, and schedule work. Manage construction and fabrication/installation contracts. Collaborate closely with project stakeholders and clients to ensure that work planned and completed meets the organization's and tenants' needs and budgets.
- Identify, budget for, prioritize, and manage capital projects up to \$500,000, including an upcoming 2023 chiller replacement project, and a fire panel installation project.
- Manage custodial and maintenance operations for the House of Hospitality, including coordination of services, prioritization, and scheduling of routine and unplanned maintenance.
- Review and strengthen operational procedures, including opening and closing procedures, tenant coordination and work order process, and event related facilities support and logistics.
- Arrange for basic maintenance of the organization's two golf carts and truck, equipment, and tools, partnering with project leads.
- Follow all Forever Balboa Park safety regulations. Maintain compliance with all city, state, and federal enforcement agencies associated with facility operations, including but not limited to hazardous materials, life safety, and utility services.
- Be a visible presence and available resource for tenants, visitors, and staff in the public spaces of the House of Hospitality. Be willing to jump in to solve problems with partner organizations in the best interest of the Park.
- Consult with FBP advisors about historic building maintenance and repairs, as needed.
- Weekend and evening work 2-3 times a year, but availability to be on call for emergencies is required. During capital improvement projects, early morning hours will be required.
- Other duties as assigned.

Visitor Center and Balboa Park Carousel Responsibilities

- Supervise the Director of Visitor Experience and provide oversight of Visitor Center operations and revenue strategy, with a focus on improving operational efficiencies in staffing policies and procedures, daily opening and closing operations, utilization and tracking of services provided, retail operations, and visitor services strategies.
- Collaborate with the Director of Visitor Experience on any repairs, upgrades, or improvement projects to the facility.
- Ensure that communications and parkwide issues and updates that impact and/or enhance the visitor experience are shared appropriately through Visitor Center channels.

- Supervise the Carousel manager and provide management support of the Carousel staff team as needed, including organizing Carousel operations in support of revenue goals.
- Oversee maintenance and repair services to the Balboa Park Carousel in partnership with the Carousel manager.
- Align hourly staff policies and procedures between the Visitor Center and Carousel, seeking efficiencies and consistency across the organization.
- Partner with the Projects team to ensure the planned 2022-2023 restoration of the Carousel proceeds with minimal disruption to planned budgets and revenues.

Other Duties

- Supervise the HR Manager on HR operations and responsibilities. Key areas to focus on are security and safety protocols, including OSHA requirements, and emergency procedures.
- Partner with the Finance department on payroll processes and operations in the context of supervising the HR function.
- Effectively communicate and train the building's tenants and Forever Balboa Park staff on safety procedures.
- Coordinate with the Balboa Park Ranger team, the San Diego Police Department, and partners at nearby cultural institutions to ensure that the House of Hospitality and its environs remain safe and secure for visitors and employees.
- Develop and adhere to appropriate operational budgets and revenue goals for Building Operations, Visitor Center, Carousel, and HR functions of the organization.
- Establish quantitative and qualitative metrics, guidelines, and standards by which the organization's efficiency and effectiveness can be evaluated; identify opportunities for improvement.
- Grow staff leadership in each functional area, equipping team members with skills needed to ensure adequate staffing levels and backup, and professional growth.
- Perform other related duties as assigned.

Education and Experience

The ideal candidate will possess a combination of the following education and/or equivalent experience:

- 4-5 years demonstrated experience in Facility and Building Management with a hands-on approach to problem solving.
- 3-5 years of experience in project management or operations at a small to medium size facility.
- Demonstrated expertise in capital project planning, budgeting and implementation for a commercial facility, with specific expertise in restaurant facilities preferred.
- Minimum 2 years experience supervising maintenance and custodial staff.
- 1-2 years experience or professional training preferred in Human Resources topics such as workplace safety, and/or HR policies and procedures.
- 2-3 years experience in a supervisory role in a customer service or visitor-facing organization..

Knowledge, Skills, and Abilities

- Building systems management experience including controls, fire alarm, automation, HVAC, and security.
- Knowledge of building products, construction details and relevant rules, regulations and quality standards.
- Ability to interpret plans, schematics, specifications and other technical docs.
- Experience with creating and implementing programs that satisfy CAL/OSHA regulations.
- Able to provide creative troubleshooting and resourceful solutions for an historic building with unique constraints and challenges.
- Ability to create and manage work-order processes in collaboration with stakeholders.
- Superior managerial and diplomacy skills.
- Excellent written and verbal communication skills.
- Strong organizational and analytical skills.
- Proficient in Google suite (Sheets, Docs), and Microsoft Office products (including Excel, and Word).
- Must have a demonstrated ability to establish and maintain positive working relationships with diverse constituents and team members.

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups or individuals.
- Bilingual speaking abilities in Spanish a plus.
- Ability to effectively communicate with external vendors.

Physical Demands

- Ability to perform the physical work requiring manual dexterity, agility, strength and coordination, including ability to lift 50 lbs.
- Ability to receive and document detailed information through oral communication.
- Ability to communicate orally and in writing.
- Visual acuity to perform tasks.
- Significant bending, stooping and kneeling.
- Sitting for extended time at a desk working with a computer.
- Ability to drive the Forever Balboa Park golf cart, and the physical ability to set up outdoor pop up tents, load and unload tent and collateral furnishings and materials in various locations of the park.
- Valid CA drivers license.
- Ability to work outside or an outside courtyard for extended periods.
- Must be able to climb a ladder.



- Must be able to wear Personal Protective Equipment.
- This position is required to work hours as capital projects and emergencies demand, including early hours, evenings, weekends as needed.

This job description describes the general nature and level of work expected of people assigned to this job. It is not intended to include all duties & responsibilities. Duties, responsibilities and related activities may change at any time with or without notice. The order in which the duties & responsibilities are listed is not significant. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of their role.

Forever Balboa Park is an equal opportunity employer. Forever Balboa Park is committed to providing an inclusive and welcoming environment for all members of its staff, visitors, volunteers, subcontractors, vendors, and donors. We do not and shall not discriminate on the basis of race, color, religion, creed, gender identity, gender expression, age, national origin or ancestry, disability, marital status, sexual orientation, or military status, in any of our activities or operations. These activities include but are not limited to hiring and firing of staff, selection of volunteers and vendors, and provision of services. We will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant.

All qualified candidates please submit resume and cover letter to: hr@balboapark.org
No phone inquiries, please.