

Executive Vice President & Chief Operating Officer

Work Location	Hermann Park, Houston, TX
Employment Type	Full-Time Salary
Effective Date	Immediately



About Hermann Park Conservancy

Given to the City of Houston by George Hermann in 1914, Hermann Park was a central element in the City's first urban planning and civic design initiatives. Over time, however, Hermann Park met the fate of many urban parks around the U.S. and deteriorated as the City reduced its maintenance budget for parks. In response, several resident groups came together in 1992 to form the 501(c)(3) organization called Friends of Hermann Park, now known as Hermann Park Conservancy. Our mission is to preserve the integrity of the Park and strategically plan for Hermann Park's future to provide an outstanding experience for our visitors. We recently completed \$125 million in Park improvements, and our master plan prioritizes \$250 million in future improvements over 233 acres of Park land.

Our \$5 million annual operating budget includes robust stewardship initiatives – maintaining facilities, gardens and the Park's natural areas in partnership with the Houston Parks and Recreation Department. We earn revenue from providing visitor services such as the Hermann Park Railroad and pedal boats and renting facilities for special events. Our operations are expected to expand by 20% over the next three years and continue to grow, along with our endowments which currently generate 10% of our annual operating budget. A recent survey of park users confirmed that they mirror Houston's demographics, and all use the different areas in the Park with equal enthusiasm. Our plans for the future are grounded in the belief that Hermann Park should remain a shared public gathering place where common ground can be found, and where people can come together to experience the rich diversity of Houston. And, where there is a place for everyone.

Position Summary

The Chief Operating Officer will be a key leader in Hermann Park Conservancy, directing all maintenance and guest services operations. We seek an accomplished leader who demonstrates a keen understanding of, and passion for, the organization's unique mission. The ideal candidate will have 10 to 15 years' experience that includes a high-level of strategic urban park management or complex operations achieving both guest services revenue objectives and outstanding customer service. Demonstrated successful experience with budget planning, contract management, performance evaluation, employee safety and program administration is required. The candidate will also have a keen ability to establish and maintain a productive and positive organizational culture with all stakeholders (i.e., staff, partners, members, boards and commissions, government officials, and Park users).

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Essential Job Functions

Strategic Direction and Oversight

- Oversees all park operations including programming, operations, visitor services, facility rental and conservation
- Guides and participates in capital project execution and human resource management
- Serves as principal negotiator for legal contracts and business development opportunities
- Supports the President in all possible manners
- Develops and executes strategic direction and organizational optimization
- Secures approval from and provides counsel to the President regarding policies and strategic initiatives
- Evaluates and ensures compliance with contracts and all existing laws, rules and regulations applicable to the organization
- Serves as liaison and official representative as needed with government officials, park users, associations, community members, media, volunteers and partnering organizations
- Executes special projects as needed
- Provides Board support and makes recommendations to improve structure and function
- Develops and executes business plans for future projects and programs
- Elevates the organization locally, regionally, and nationally through leading workshops, speaking and providing counsel to peer organizations and associations
- Keeps current on industry-related best practices and emerging trends

Park Management

- Develops and oversees initiatives that elevate user experience and proactively care for the Park's resources in partnership with the Houston Parks and Recreation Department
- Develops and oversees an operations and maintenance program that is efficient, economical and high impact
- Oversees execution of ecological restoration and conservation initiatives
- Oversees execution of native landscaping and horticulture
- Oversees execution of parkwide support initiatives
- Manages and creates annual workplans according to goals outlined in the HPC strategic plan and the Master Plan
- Works with team to develop operational plans and processes including operations manuals covering all aspects of the organization, policies relating to incident management and response
- Oversees execution of a robust safety program for employees and park users; serves as liaison with HPD, Homeland Security, Park Rangers, HFD and other safety organizations



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Essential Job Functions (continued)

Capital Projects

- Works closely with the Project Manager to ensure execution of capital projects in line with organizational objectives, donor intent, and sustainable growth
- Works closely with Project Manager on wayfinding, donor recognition and incorporation of programming
- Develops and oversees execution by programming staff of Master Plan programming initiatives
- Oversee public input and focus groups for project pre-construction
- Lead operational cost assessment and forecasting, focusing on sustainable care

Finance and Business Administration

- Oversees development and execution of internal best practices and procedures including purchase orders, inventory control, health and safety, communications, park maintenance, associated human resources, and operations functions
- Develops and maintains multi-year sustainable financial outlook for operations
- Leads compensation considerations for non-executive team members

Human Resources

- Addresses staff issues in collaboration with PEO's Human Resources consultant. Works closely with individual managers and supervisors on HR issues within their team
- Ensures culture setting and mission-driven employees in collaboration with team leaders and the President
- Assesses and recommends changes as needed to organizational structure in support of strategic goals and available resources

Mail, fax or email cover letter and resume

Hermann Park Conservancy

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