

Senior Associate Director; Wharton San Francisco campus

Full posting/link for your convenience: <http://jobs.hr.upenn.edu/postings/42826>

**This position is located in San Francisco.**

The Sr. Associate Director is responsible for all day-to-day operations at Wharton's 35,000 square foot San Francisco facility. The San Francisco campus is host to a variety of academic & executive education programs, conferences, and entrepreneurial activities. This position works closely with the Wharton Operations team in Philadelphia, ensuring regular communications regarding facility maintenance planning, and that all established best practices are adhered to. This position reports to the Executive Director for Wharton San Francisco, with a dotted line to the Sr Director of Operations in Philadelphia. The Sr. Associate Director will establish multi-year budgets and schedules for regular facility maintenance and improvements. The position will work to implement or improve scheduling systems and facility usage metrics. The successful candidate will be adept at working with different academic programs and constituent groups to ensure their collective success and ensure a high level of customer satisfaction. This position manages front desk and campus operations (including 2 full-time employees, and one part-time facility management contractor). Coordinate all facility vendor activity on campus, and provide oversight of the relationship with JLL (both on the real estate/building management side, and the AFM.) Mediate disputes, expect the unexpected, and lead during times of uncertainty, all while ensuring that the campus mission is being executed to the highest Wharton standards. This position is responsible for resolving issues, emergencies, and making some high-level and urgent decisions in a vacuum on the west coast with limited input from others.

This position requires occasional travel to Philadelphia, 24/7 on-call for emergencies, and a flexible schedule that may include weekends and evenings.

Bachelors Degree and 5+ years of progressively responsible experience is required. Experience in a Higher Education environment is strongly preferred. Strong written and oral communication skills, including diffusing. Experience in operations and facility management in a University environment are strongly preferred. Demonstrated ability to interact comfortably with various constituent groups, senior leadership, students, and alumni. Ability to function independently. Solid administrative skills including the ability to establish objectives, identify key performance indicators, set standards, and organize a successful approach to maximizing facility utilization at Wharton SF. Some travel, evening/weekend work, and on-call responsibilities 24/7 are required.