

Job Opportunity: Senior Director, ThriveOn Guest Experience and Strategic Partnerships

The **Greater Milwaukee Foundation** (GMF) is how Milwaukee works together. For over a century, we have helped generous people give back to the community. Together with donors and partners throughout the region, the Foundation invests in the potential of people and places, supports community-grown solutions and strives to end the systemic racism that holds our region back. Through the power of transformative philanthropy and social change, we are focused on shaping a future where everyone thrives – *a Milwaukee for all*.

You can make a difference, as we are seeking a Senior Director, ThriveOn Guest Experience and Strategic Partnerships! The Senior Director is responsible for building the culture and community with ThriveOn King tenants, promotes collaboration and access to the ThriveOn space / resources with other organizations, residents, and community stakeholders. Senior Director manages finances, personnel and operations of the Community HUB, and coordinates facilities management with the building manager and public safety teams. In partnership with the Foundation and Medical College of WI colleagues the Senior Director will identify opportunities to engage community leaders, businesses, nonprofits, and partners to support ThriveOn Collaboration's strategic priorities. In the construction and early occupancy stage of ThriveOn King the Senior Director will collaborate with MCW and GMF in developing policies related to building access and use, collaborate with Steering Committee and NEWCO Governance Committee in finalizing first floor tenant leases and plans for tenants to take occupancy of their space, and participate in the MCW Health Equity Committee to develop relationships and identify opportunities for further collaboration with MCW center and institute staff who will be tenants in ThriveOn King.

Key Responsibilities:

- Manages finances, personnel, and operations of the Community HUB.
- Develops annual budget for ThriveOn Community HUB and works with partners to secure any necessary resources.
- Oversees tenant relations, community relations, marketing the facility as a model for place-based initiative advancing health and economic equity.
- Promotes / manages use of the facility with residents, area nonprofits and businesses, including ensuring public use of community space advances ThriveOn goals and supports resident access.
- Coordinates, maintains, and reviews Community HUB tenants' facility and business needs to ensure ThriveOn is maintaining commitment to high quality services and experience for tenants, visitors, guests, and employees.
- Develops policies governing the operation of the Community HUB facility consistent with the lease and funding contracts, including meeting performance metrics and goals.
- Cultivates and manages strategic partnerships with businesses, community-based organizations, funders and other stakeholders in the ThriveOn King neighborhoods to leverage resources and services
- Represents the ThriveOn Collaboration at relevant governmental, private, academic and community meetings.
- Serve on leadership board representing the Greater Milwaukee Foundation and Medical College of Wisconsin's shared partnership in ThriveOn; coordinates and co-chairs regular meetings of the governing body.

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Supervision

- Supervises assigned personnel, includes the following responsibilities, but are not limited to hiring, training, scheduling, evaluating and ensuring accuracy, timeliness and the completion of all work performed by direct reports.
- Educates direct reports on all Greater Milwaukee Foundation policies and ThriveOn King policies and procedures.
- Meets with and supports assigned staff to identify and resolve problems, manage projects, track goals and review work processes and procedures.
- Represents team and/or department at meetings, events and training as required.
- Non-Essential Duties
- Participates on community task forces as warranted
- Participates in GMF-sponsored events as warranted

Qualifications:

- Ability to support the mission, vision and values of the Greater Milwaukee Foundation and abide by applicable standards of conduct, policies and procedures.
- Positive advocacy of the goals and objectives of ThriveOn collaboration essential.
- Knowledge of business management principles, budget formulation and financial management.
- Demonstrated ability to develop strategic plans and action plans that orient people toward achieving desired results.
- Knowledge of commercial property management and leasing.
- This role requires a strong customer service orientation as well as the ability to be an “influencer” among multiple partners.
- Ability to build positive working relationships with tenant organizations and manage / balance individual needs with overall project goals.
- The ability to work collaboratively with a variety of constituents and organizations is required.
- Must be comfortable navigating complexity in organization structures and relationships.
- Ability to collaborate effectively with Foundation, Medical College and community residents, maintaining balance between positive relationships with stakeholders while adhering to the mission of the collaboration.
- The ability to develop knowledge of, respect for, and skills to engage with those of other cultures or backgrounds is required.
- Excellent written and oral skills; strong computer literacy skills required.
- Self-directed and able to work independently.
- Must be honest, dependable, self-motivated, and able to meet deadlines
- Must be organized and able to handle multiple tasks
- Strong verbal and written communication skills,
- Excellent interpersonal and organizational skills

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Education & Experience Required

- Minimum of bachelor's degree in business, commercial real estate, public health, public administration or equivalent work experience, advanced degree preferred.
- Eight years of progressive management experience in one or more of the following areas required: multi-tenant commercial facility management, community development, community engagement, real estate development, economic development, business incubator / business incubation.
- Experience managing or directing a major initiative or project, facilitating collaboration among multiple stakeholders, building or managing complex partnerships to advance community goals.
- Supervisory experience.

Certifications, Licenses, Registrations

- A valid and current driver's license and vehicle is required.

We recognize that at this moment, during the COVID-19 pandemic, it is a uniquely difficult time and we aim to be as flexible and supportive as possible in both the recruitment for and onboarding of this position. Some staff may be eligible to work a hybrid work schedule (i.e. work part of their regular schedule remotely). However, all staff are asked to work the majority of their time from the GMF office.

Salary: \$121,700

Benefits: We offer an excellent benefit package, which includes health, dental, vision, flexible spending, life insurance, 403(b) retirement plan, paid time off (PTO), educational assistance and more!

Application Instructions: Please include resume, cover letter and salary requirements when [applying](#).

The Greater Milwaukee Foundation is an equal opportunity employer and encourages people of diverse backgrounds to apply. We celebrate diversity and are committed to creating an inclusive environment for all employees.