

Search for **Director of Operations**

Buffalo, NY

**Be a Part of Our Growing &
Dynamic Team!**



Ralph Wilson Park
Conservancy



Ralph Wilson Park
Conservancy

Director of Operations

About

Ralph Wilson Park Conservancy

The Ralph Wilson Park Conservancy (RWPC) is a not-for-profit organization created to see through the community's transformative vision for the 100+ acre City of Buffalo waterfront park by creating an inclusive, accessible, safe and fun space for everyone. The community-driven park design was developed through [Imagine LaSalle](#) led by the University of Buffalo Regional Institute, and ultimately designed by world renowned landscape architects, [Michael Van Valkenburgh and Associates](#).

A multi-phased construction effort began in July 2023 with initial focus on two, additional major infrastructure projects: 1) transforming the vertical concrete sea-wall to a natural, armored slope and inlet on the south end to ensure structural resiliency, improve habitat, and reduce flooding; and 2) installing our signature pedestrian bridge over the I-190 to increase safe access to the waterfront from the lower west side through the 4th street park. The first phase of Ralph Wilson Park will open in mid-2026.





The Opportunity

RWPC is seeking a **Director of Operations** (DO) to lead the long-term maintenance, operations, and security of Buffalo's most ambitious and community-centered park. Reporting to the Executive Director, the DO will design and implement the staffing structure for the operations team and strategic framework for a world-class park system that prioritizes safety, excellence, and community care.

This is a role for a builder, not a caretaker. Park management experienced is preferred but not required. What we're really looking for is someone who is:

- An ambitious learner – you want to learn about how the best designed parks in the world are maintained and operated.
- A creative, tenacious problem solver – you want to bring those learnings back to Buffalo and develop a maintenance, operations and security strategy that best serves our park and our community.
- A strong and inspiring manager of people – you build, inspire and manage a team that flexes to meet the need of the moment. You manage relationships with the City, the County, the State, and our community.

RWPC places the highest value on curiosity, adaptability, and exceptional leadership. If you thrive on learning, embrace change with resilience, and have a proven ability to motivate and manage high-performing teams, this is the opportunity for you.



Ralph Wilson Park
Conservancy

Director of Operations

Leadership Profile

We are looking for someone who is an eager learner, an exceptional problem solver—who approaches challenges both big and small with creativity and persistence—and a skilled team leader. Prior Park management experience is not required, though is preferred.

We place the highest value on curiosity, adaptability, and exceptional leadership. We seek individuals who thrive on learning, embrace change with resilience, and have a proven ability to inspire, develop, and manage high-performing teams. Success in this role means continuously driving growth, solving complex challenges, and empowering others to excel.





Ralph Wilson Park
Conservancy

Director of Operations

Key Responsibilities

- Develop and oversee the strategy, structure, and staffing for maintenance, operations, and security at Ralph Wilson Park.
- Determine the best approach to maintaining the park, including evaluating whether to contract out services or build an in-house team, ensuring efficiency and excellence in all operations.
- Build and manage a high-performing team, fostering a culture of accountability, problem-solving, and continuous learning.
- Lead the development of RWPC's security approach, including assessing the need for in-house first responders/ambassadors (e.g., Park Rangers) versus contracted security services, and establishing a presence strategy that ensures safety and visitor satisfaction.
- Oversee budget planning for park operations, maintenance, and security, aligning financial strategy with RWPC's goals.
- Collaborate with the Executive Director and the Director of Community Engagement and Administration to secure grant funding by articulating clear, data-driven justifications for operational needs.
- Develop and manage successful relationships with key stakeholders, including city partners, contractors, and community members, to ensure seamless and effective park operations.
- Serve as the staff lead for the Maintenance, Operations, and Security Committee of the Board of Directors, ensuring alignment with RWPC's mission and goals.



Ralph Wilson Park
Conservancy

Director of Operations

Qualifications

- Demonstrated ability to quickly learn and adapt to new challenges, with examples of process improvements, new skills acquired, or innovative solutions implemented.
- Proven experience solving complex problems, evidenced by specific projects or initiatives that required creative and effective solutions.
- Track record of successful leadership and team management, including examples of building or motivating high-performing teams.
- Experience developing and executing strategic plans, managing budgets, and optimizing organizational efficiency.
- Prior experience in operations, facilities management, or security planning (preferred but not required), with relevant projects or responsibilities highlighted.
- Reside in the City of Buffalo or plan to relocate.

This is a unique opportunity to shape the future of a world-class park and ensure it remains a welcoming, safe, and well-maintained space for all. If you are a problem solver, an eager learner, and a strong team leader, we want to hear from you!

The salary range for this position is \$100,000–\$125,000, commensurate with experience. Ralph Wilson Park Conservancy offers a competitive benefits package.



Ralph Wilson Park
Conservancy

Director of Operations

To Apply

Please send your resume and a cover letter to jobs@rwparkbuffalo.org by May 5, 2025.

In your cover letter, directly address each of the qualifications listed in this profile. For each bullet point under "Qualifications," please describe specific experiences, accomplishments, or challenges you've faced that demonstrate your ability to meet that qualification. We are especially interested in understanding how you've solved problems, led teams, and learned new skills—and how those experiences prepare you to lead operations, maintenance, and security for a world-class public park

We strongly encourage applicants from historically underrepresented backgrounds to apply. Ralph Wilson Park Conservancy is committed to building a team that reflects the diversity of the community it serves.



Learn more at



RWParkBuffalo.org