

# Explore Washington Park (EWP) OPERATIONS DIRECTOR



**Explore Washington Park**

**Position Title:** Operations Director

**Status:** Full-time, Exempt

**Reports to:** Executive Director

**Direct Reports:** Program Coordinator, Project Coordinator

**Indirect Reports:** Field Operations Specialist, Field Representative Seasonal Staff

**Position Details:** Hours: 8:30am – 4:30pm Monday – Friday (some evening, holiday, and weekend work may be required).

**Salary:** \$80,000 – \$90,000 per year

## **Benefits:**

- Medical and dental insurance provided for employees; EWP pays employee premium for designated plans
- Retirement plan with employer match up to 3%
- Employees accrue up to 15 days of paid vacation and 10 days of paid sick time annually, with accrual beginning on your first day of employment. Accrual rates increase with tenure.
- 10 paid holidays, including 1 floating holiday
- TriMet Hop Pass and/or Washington Park parking benefits

## **Work Location:**

This position requires a significant in-person presence to support field operations, staff leadership, and relationships with Washington Park partners. Some hybrid or remote work opportunities may be available.

## **Position Overview:**

The Operations Director oversees many of EWP's core transportation and visitor service programs, including the free Washington Park Shuttle, offsite parking operations, traffic management, and special event transportation planning. The role is also critical in shaping Park policy, improving access, fostering a positive guest experience, and supporting venue success through transportation and coordination. The position involves inter-agency coordination, outcomes based and data-informed planning,

on-the-ground operations management, partnership development, and committee management and facilitation.

Working closely with the Executive Director, this position combines project management, partnership development, and strategic planning to help ensure that Washington Park and its institutions continue to be welcoming and accessible for visitors.

This is a hands-on leadership role. While much of the work focuses on planning, partnerships, and strategy, the successful candidate should also be comfortable stepping into parking and traffic management duties during major events and periods of high visitor demand.

### **Primary Responsibilities:**

#### *Transportation Management and Planning*

- Help coordinate and implement transportation and access strategies that support EWP's Transportation Access Plan
- Evaluate transportation programs and visitor services using data and performance metrics
- Develop reports and recommendations that help guide organizational and park-wide decision making
- Support the Executive Director in long-term planning, financial sustainability efforts, and organizational strategy
- Help identify new opportunities to improve equitable access to Washington Park

#### *Partnership and Community Engagement*

- Build and maintain strong relationships with park partners, community organizations, neighborhood associations, public agencies, and transportation providers
- Facilitate EWP's Transportation Advisory Committee and other collaborative working groups
- Represent EWP in meetings, presentations, and public engagement efforts
- Support the development of partnerships that strengthen community connections and advance access and equity goals
- Collaborate on grant-funded initiatives and special projects

#### *Operations and Program Management*

- Oversee EWP's transportation and visitor service programs, including shuttle operations, offsite parking, ZooLights transportation planning, and related initiatives
- Lead real-time operational decision making during peak periods and special events
- Manage contractors and service providers to ensure reliable and cost-effective operations
- Help develop and refine service delivery plans and program budgets
- Be willing to work some evenings, holidays, weekends as operational needs require

### *Leadership and Team Development*

- Manage and support the Operations team, ensuring clear priorities and accountability
- Foster a collaborative, inclusive, and supportive organizational culture
- Serve as a member of EWP's leadership team
- Work closely with the Executive Director and Marketing & Communications Director to ensure strong cross-department collaboration
- Support organizational growth through thoughtful leadership and problem solving

### **Required Qualifications:**

- Significant experience in program management, nonprofit leadership, public administration, parks, transportation, community development, or a related field
- Experience leading teams and managing complex projects
- Strong relationship-building and partnership development skills
- Excellent written and verbal communication abilities
- Demonstrated ability to manage multiple priorities and adapt to changing circumstances
- Experience using data and analysis to support decision making
- Commitment to equity, accessibility, and inclusive public spaces

### **Preferred Qualifications:**

- Experience in transportation planning, transportation demand management (TDM), transit operations, parking management, or related fields
- Experience working across multiple agencies or community partners
- Familiarity with equitable transportation access and climate-focused mobility initiatives
- Experience with grants, public funding programs, or collaborative planning efforts

- Experience working in parks, visitor services, tourism, or public-facing organizations

### **About Explore Washington Park (EWP)**

EWP is a 501(c)3 non-profit dedicated to connecting people with the culture, diversity, and wonder of nature in Washington Park—one of Portland, Oregon’s oldest parks and home to Hoyt Arboretum, Portland Japanese Garden, World Forestry Center, Oregon Zoo, and the International Rose Test Garden. Our mission is to provide an accessible, inclusive, and cohesive experience for all who visit Portland’s destination park.

EWP’s programs include a free shuttle, traffic management and offsite parking services, visitor information services, marketing and communication, and park planning. The organization is primarily funded through Washington Park’s parking meter revenue. The board of directors includes director-level representation from the Oregon Zoo, Portland Parks & Recreation, World Forestry Center, Hoyt Arboretum Friends, Portland Japanese Garden, TriMet, Travel Portland, and the two adjoining neighborhood associations.

We are an equal opportunity employer and are committed to building a diverse team that represents a variety of backgrounds and perspectives. We celebrate diversity and are dedicated to creating an inclusive environment for all employees. For more information about the organization, please visit [explorewashingtonpark.org](http://explorewashingtonpark.org).

### **How to Apply:**

Submit your resume and a cover letter explaining your interest in the position to [hiring@explorewashingtonpark.org](mailto:hiring@explorewashingtonpark.org), with the subject line “Operations Director.” Priority consideration will be given to applications received by **July 20, 2026**. The position will remain open until filled.

Explore Washington Park is an equal-opportunity employer. We celebrate diversity and are committed to fostering an inclusive workplace. Studies show that women and people of color tend to apply for jobs only when they meet 100% of the qualifications. We know that experience can show up in many ways, and we encourage you to apply even if you don't meet all of the listed requirements.

Applicants must be authorized to work in the US through the duration of their employment with Explore Washington Park. EWP is not able to offer visa sponsorship or work authorization for this role at this time.