



Job Description: Riverfront Facilities Supervisor

About Riverlife:

Since 1999, Riverlife has worked to create, activate, and celebrate Pittsburgh's riverfronts. A nonprofit leader in building a community vision for Pittsburgh's riverfronts, Riverlife has overseen a \$150 million investment in the city's waterfront transformation, catalyzing \$4.2 billion in related economic development, arts and culture, and ecological sustainability on or adjacent to the city's riverbanks. Riverlife centers its work on the belief that the riverfronts belong to everyone, and world-class riverfront experiences can be created for all using community-driven, equitable development and high-quality, regenerative design. Learn more at RiverlifePGH.org.

Job Description:

As part of our efforts to activate and celebrate Pittsburgh's riverfronts, Riverlife launched Shore Thing in 2025, an on-the-water platform providing world-class experiences for residents, visitors, and workers. Shore Thing is operated seasonally, from May through October, and includes public programming, food and beverage concessions, art exhibits, and other activities. The Riverfront Facilities Supervisor is a key member of the Programs Department and plays a critical role in overseeing and coordinating activities on Shore Thing, engaging with the public, and working closely with vendors, contractors, and partner organizations to ensure smooth, efficient, and safe operations. This position also supports departmental initiatives in Public Programming and UpKeep, Riverlife's riverfront care and maintenance initiative. This is a regular, full-time, exempt position working 40 hours/week and reporting to the Director of Programs.

Key Responsibilities and Qualifications include:

- **Oversee routine operations on the outdoor riverfront platform, including:**
 - Serve as the primary point person with vendors, managing relationships, supporting operations, and problem solving as needed;
 - Ensure compliance with safety and security standards and regulations, including obtaining any required trainings, certifications and clearances;
 - Supervise and direct the work of seasonal staff members and create weekly staff schedules.
 - Engage with visitors and ensure established standards for customer service and visitor experience are upheld.
 - Work with vendors to monitor and manage occupancy, limiting access and communicating closures as necessary;
 - Ensure all operations are carried out in accordance with the Operations and Safety Manual;

- Respond to emergency situations as needed;
- Work with vendors to ensure that cleaning protocols are followed. Keep all Riverlife furniture and equipment in good condition and report any issues;
- Coordinate with contractors providing services and oversee deliveries;
- Coordinate and oversee trash removal;
- Monitor overall facility conditions and safety and report any issues or concerns.
- Perform cleaning and maintenance responsibilities as needed.
- Collaborate with the Programming Coordinator to oversee special events, including:
 - Coordinate and oversee special events to ensure smooth and safe operations;
 - Work with event producers and staff to coordinate load-in, set up, and load-out as necessary;
 - Notify vendors of and coordinate around special events.
 - Collaborate with Programming Coordinator to develop new programming ideas.
- Contribute to the ongoing development of platform operations by collaborating with staff, vendors, and producers, suggesting new ideas for future programming and proposing solutions to any operational challenges.
- Assist with the marketing and promotion of programming and events as needed.
- Support Riverlife's UpKeep program as needed, including:
 - Schedule and coordinate with contractors, property owners, and other partners.
 - Perform routine site visits to assess conditions and help prioritize work.
 - Track and organize key data related to the program.
- Support other Riverlife programs as needed.
- Other related duties as assigned.

Preferred Experience & Abilities:

- 2-4 years of professional experience in event/facilities management and supervision.
- Professional experience with contractor selection, coordination, and evaluation.
- Customer service experience.
- First aid and CPR certifications a plus.
- Park management experience a plus.
- Venue and event security experience a plus.
- Experience supervising staff a plus.
- Excellent interpersonal skills and the ability to establish and maintain relationships with a broad and diverse constituency.
- Strong organizational skills with a keen attention to detail.
- Strong administration and project management skills.

- Ability to exercise sound judgment concerning maintenance needs and project challenges.
- Positive and professional attitude; strong work ethic.
- Ability to work independently and collaboratively in a small, non-profit environment.
- Ability to work evening and weekend hours.
- Ability to lift up to 50 pounds and spend significant time on feet, setting up and breaking down supplies and equipment and moving them in and out of storage.
- Proficiency with Microsoft Office, Google Suite.

Compensation Details:

This is a seasonal, full-time, non-exempt position reporting to the Riverfront Operations Manager. Riverlife seeks to be an employer of choice, and offers the following salary & benefits:

\$56,000-60,000/year annual salary

25 days PTO per year

12 paid holidays + office closure between Christmas and New Year's

Medical, dental, and vision insurance for employee and family

Retirement savings plan with up to 6% employer contribution

Life and AD&D insurance

How to apply:

Please submit a cover letter and resume at <https://riverlifepgh.org/employment-opportunity-riverfront-facilities-supervisor>. Applications will be accepted on a rolling basis until the position is filled.

We ask applicants to complete this voluntary, anonymous demographics survey to help us improve our efforts to recruit, hire, retain, and support a diverse workforce:

<https://forms.gle/Y9o1HITjHPqEWpXp9>

Riverlife is an equal opportunity employer, committed to hiring and supporting a diverse workforce. Qualified individuals who bring diverse perspectives and represent marginalized communities are especially encouraged to apply.