

Jordan Klein

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Professional Profile

- Creative, artistic talent combined with polished research and analysis skills, persuasive communications, and computing expertise.
- Accomplished project manager, with leadership skills developed and demonstrated in a variety of professional environments and volunteer experiences.
- Skilled administrator with thorough understanding of the functional processes of the public and nonprofit sectors and comprehensive knowledge of the Bay Area's social services network.
- Clear and effective communicator with extensive experience facilitating diverse groups of community stakeholders.

Education

UNIVERSITY OF CALIFORNIA, Berkeley, CA 2010 (Expected)
Master of City Planning
Academic projects include: asset map for green economic development in the East Bay; analysis of redevelopment policy in San Francisco; cost-benefit analysis of infrastructure use in San Francisco.

NORTHWESTERN UNIVERSITY, Evanston, IL 6/2000
Bachelor of Arts in History

Professional Experience

OFFICE OF ECONOMIC & WORKFORCE DEVELOPMENT, San Francisco, CA 6/2009-Present
Senior Community Development Specialist

- Design and conduct a needs assessment in order to determine the relative importance and effectiveness of various economic development programs in San Francisco.
- Manage San Francisco's community development block grant program for economic development.

CENTER FOR CITIES & SCHOOLS, Berkeley, CA 1/2009-Present
Research Fellow

- Coordinate the *San Francisco Public School Facilities as Public Assets* project, an effort to establish a policy for community utilization of school facilities in San Francisco.
- Conduct research on joint use policies in other communities; support the development of a local stakeholder group to inform the creation of San Francisco's policy.

CENTER FOR COMMUNITY INNOVATION, Berkeley, CA 12/2008-1/2009
Graduate Student Researcher

- Collected, mapped, and analyzed data relating to public housing projects in San Francisco.
- Determined how investment in public infrastructure affects land values and gentrification in surrounding neighborhoods.

UNITED WAY OF THE BAY AREA, San Francisco, CA 3/2003-6/2008
Director, Crisis Preparedness, Response, and Recovery 10/2007-6/2008

- Determined goals and made funding decisions for a grantmaking portfolio of over \$500,000 that focused on strengthening crisis preparedness, response, and recovery capacity in the Bay Area.
- Collaborated with the Bay Area's leading disaster response agencies to create processes, agreements, and relationships that strengthen the region's disaster response network.
- Promoted disaster preparedness and continuity and resumption planning for individuals, businesses, and nonprofits.
- Supervised activities of program associate and support staff.
- Responded to all media inquiries regarding the organization's crisis-related activities; appeared on radio and television public affairs programs to discuss local community safety issues.

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Professional Experience (Continued)

UNITED WAY OF THE BAY AREA, San Francisco, CA

3/2003-6/2008

Program Officer

8/2004-9/2007

- Determined goals and made funding decisions for a grantmaking portfolio of over \$1,000,000 that focused on preventing and eliminating poverty in the Bay Area.
- Built partnerships within the public, private, and nonprofit sectors in order to strengthen the organization's position as a community hub.
- Managed the Children & Youth Council, an advisory committee of business leaders and issue experts that reviews grantmaking and oversees community initiatives.
- Chaired the Katrina Assistance and Recovery Effort (SF KARE), a committee of community organizations that responded to the long-term recovery needs of Hurricane Katrina survivors who relocated to the Bay Area.
- Evaluated proposals, managed communications, and tracked reporting and outcomes for over thirty-five grantee organizations around the seven-county Bay Area.
- Convened a series of forums on youth safety that engaged youth-serving professionals and community leaders in an effort to increase collaboration, share best practices, and create strategies to improve youth safety in schools and communities.
- Responded to all media inquiries regarding community investments in the areas of disaster preparedness and youth violence prevention.

Data Management Officer

3/2003-12/2003

- Managed and tracked the grantmaking process, including: administration of the GIFTS grant information database; communication with candidate organizations to ensure eligibility; and collaboration with the finance department to guarantee prompt payments to grantees.
- Determined and implemented organizational strategy for management, consolidation, and analysis of grants data.
- Provided data reporting support for the entire organization, including the preparation of materials requested for board meetings, campaign presentations, and marketing materials.
- Coordinated data elements for several online and print publications, including the comprehensive Annual Report.
- Achieved in-depth knowledge and understanding of the goals and methods that comprise United Way's community impact strategy.

PIPEVINE INC, San Francisco, CA

4/2001-3/2003

Webmaster

5/2002-3/2003

- Programmed and deployed graphical user interface for PledgEdge, an Internet-based application for processing charitable donations, in cooperation with graphic designers and marketing executives.
- Designed, deployed, and managed Internet-based application for coordinating Wells Fargo's Employee Matching Gift program.
- Managed content and monitored performance of organization's web site.

Product Manager

4/2001-4/2002

- Handled data reporting and analysis for the fundraising campaigns of multiple clients, including United Way of the Bay Area, Bank of America, and Union Bank of California.
- Designed and deployed customized database utilities for multiple departments, including finance and customer service, which resulted in enhanced efficiency and improved communications.

ACCESS STAFFING INC, San Francisco, CA

11/2000-4/2001

Graphic Designer/Systems Manager

- Managed programming and content for the Access Staffing Inc website.
- Designed and produced print marketing tools.
- Maintained and upgraded hardware and software for multiple Bay Area networks.

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Volunteerism

PLANNING STUDENTS ASSOCIATION, Berkeley, CA

9/2008-Present

Communications Chair

- Coordinate communications and social events for planning students at UC Berkeley.
- Co-lead MCP forum, a 1-credit course on the planning field and network building.

CITIZENS COMMITTEE ON COMMUNITY DEVELOPMENT

11/2005-6/2009

Board Member

- Appointed to the 16-member committee by San Francisco Mayor Gavin Newsom in November 2005; chosen to chair the Economic Development subcommittee in October 2008.
- Serve on subcommittees that determine the distribution of the city and county of San Francisco's annual allotment of federal Community Development Block Grants (approximately \$22 million).
- Oversee the work of the Mayor's Office of Community Investment and Mayor's Office of Housing, crucial city agencies that build and support the human services infrastructure of the city and county of San Francisco.

THE BIKE KITCHEN, San Francisco, CA

2/2008-11/2008

Organizational Development Consultant

- Designed and implemented a succession planning process by which the organization identified new leaders and transitioned key responsibilities, including fiscal and organizational oversight.
- Facilitated board meetings; enabled board members to identify and pursue immediate and long-term goals.

GLOBAL EXCHANGE, San Francisco, CA

11/2003-11/2007

Music Coordinator

- Produced musical entertainment for The Green Festivals, conferences promoting sustainable economy, social justice, and ecological balance that annually draw crowds of over 10,000 in San Francisco and Washington, D.C.
- Booked and scheduled 32 performance groups for two conferences each year.
- Managed over 50 volunteers at each conference.

Awards and Honors

- UC Berkeley Department of City & Regional Planning, 2009 Fellow
- United Way *Resident Fellows* 2007

Skills

Advanced computer skills

- Expert user of Microsoft Windows and Office Suite, Adobe Photoshop, MicroEdge GIFTS grant management database, and other business and graphics software.
- Working knowledge of ArcGIS and other graphical information software.
- HTML, JavaScript, CSS, and other Internet and database programming languages.

Additional strengths and personal interests

- Commanding analytical and oral communication skills.
- In-demand musician, performing regularly around the Bay Area with a variety of collaborators.
- Avid writer on topics ranging from community services to music and politics.
- Enthusiastic traveler; have visited 35 countries on 6 continents.

References and writing samples available upon request