



## JOB ANNOUNCEMENT - POSTED WEDNESDAY, APRIL 7, 2021

<b>COMPANY</b>	Downtown SLO
<b>LOCATION</b>	San Luis Obispo, CA
<b>JOB TITLE</b>	Operations & Public Space Manager
<b>REPORTS TO</b>	Chief Executive Officer

### ABOUT OUR ORGANIZATION

Downtown SLO is a 501 (c)(6) nonprofit founded in 1975 whose mission is to foster an economically vibrant Downtown. Downtown SLO serves the community by coordinating special events and the weekly Farmers' Market, supporting economic activities, and examining Downtown issues like parking and beautification efforts. Our office is located in the heart of downtown on Chorro Street, and our work environment is fast-paced, dynamic, and fun.

### JOB DESCRIPTION

The Operations & Public Space Manager serves as a member of the executive management team; oversees all operations and public space activities of the organization, providing supervision and/or direction to management and support staff; develops, implements, and measures the effectiveness of policies and programs; and maintains effective relationships with external partners.

#### Public Space

- Execute **policies, programs and other directions** approved by Downtown SLO Board of Directors, committees, and CEO.
- Supervise services of **Clean and Safe ambassadors**, including scheduling and incident reporting.
- Collaborate with **public safety departments** to ensure the safety of public spaces.
- Collaborate with **social service agencies** on homeless services provided in public spaces.
- Oversee **public space sponsorship and maintenance programs**: banners, benches, trees, lighting, and bike racks.
- Manage contracts for **private security** at special events.
- Assist CEO in preparation of annual **contracts for service of public space** management.
- Regularly **inspect and walk** the district to determine priorities and identify needs to improve the cleanliness and pedestrian experience Downtown.
- Address **requests and concerns** in the district and maintain response records. When concerns fall outside the responsibilities of the public space management duties of the district, help businesses to find the correct provider for a positive solution.
- Be familiar with **laws and regulations** regarding code enforcement, encroachment permits, sign ordinances, environmental conditions, etc., as relates to Downtown.



### Economic Development

- Establish **strong working relations** with downtown businesses and property owners, developers and local officials to advance downtown interests.
- Assist CEO in **facilitating Public-Private-Partnerships** involving local government and private investors to support the Downtown Concept Plan, Mission Plaza Master Plan and Downtown SLO Strategic Plan.

### Committee Development

- Assist the CEO in conducting the business of the **Board of Directors**.
- Oversee conducting the business of the **Parking and Access Committee**.
- Oversee conducting the business of the **Food, Beverage and Services Committee**.

### Operations Management

- Assume a variety of **operational and administrative duties** including assistance with development and implementation of annual work programs and organizational planning.
- Manage **databases, inventory, and organizational accounts**.
- Manage **budgets, insurance requirements, projects, and programs**.
- Ensure **contractual services** with vendors are fulfilled with maximum service and cost effectiveness.
- Cultivate and maintain **professional relationships** with a variety of external contacts, including city staff, community organizations, stakeholders, and vendors.
- Provide excellent **customer service** to residents, merchants, tenants, visitors and property owners.
- Participate in community engagement through **service on a local board or committee**.
- Participate in **programs and events** designed to activate public spaces.
- Complete **special projects and other duties** as assigned.

### EXPERIENCE

Ideal candidates will have completed a Bachelor's degree and at least 4 years of comparable work experience or a Master's degree and at least 2 years of comparable work experience. Degrees in public administration, business administration, urban planning and other related fields are preferred.

### QUALIFICATIONS

Ideal candidates will be able to demonstrate some or all of the following knowledge, skills, and abilities.

- Ability and desire to work in an autonomous yet highly collaborative work environment
- Ability to build and maintain relationships with a wide array of people from diverse backgrounds



- Ability to manage staff, develop high-performance teams, set and achieve strategic objectives, and manage a budget
- Ability to gain and maintain the confidence and cooperation of all stakeholders including vendors and contractors
- Knowledge of principles, practices and trends in public and business administration, management, budgeting, human resource management, risk management and emergency planning
- Familiarity with functions of local government agencies, including planning, public works, and municipal law
- Ability to use critical thinking skills, reason logically and creatively and utilize analytical skills and techniques to resolve complex managerial challenges
- Ability to analyze data and present clear ideas and information verbally and in writing

#### **WORK ENVIRONMENT/PHYSICAL DEMANDS**

- Operate a variety of standard office equipment that may require continuous and repetitive arm, hand and eye movement.
- Lift and carry heavy objects weighing 30 pounds or more.
- Includes occasional evening and weekend work and being on-call for events.

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

#### **COMPENSATION**

- Salary - \$60,000; Exempt - Full Time
- Holidays - 12 paid
- Vacation - first year 1 week, second year through third year 2 weeks, third through tenth year 3 weeks, and so on
- Health/Dental/Vision - 75% of individual coverage paid
- Retirement Plan - Eligible after one year of service with a 3% company match

#### **POSITION START**

Position open until filled

#### **TO APPLY**

Send cover letter and resume to [reachus@downtownslo.com](mailto:reachus@downtownslo.com).