

Downtown Akron Partnership

Title: Programming and Operations Specialist

Status: Full-time, 30-40 hours year-round. Schedule determined by programming and availability of candidate.

This is an in-person (non-remote) position.

Supervisor: Director of Programming and Engagement

About DAP: DAP is a dynamic, fast paced non-profit organization dedicated to building a vibrant and valuable downtown for all people. The small staff works closely with stakeholders from all sectors across downtown to strengthen downtown through economic development, placemaking, clean and safe initiatives, events, stakeholder services and programming.

Job Summary: The purpose of the **Programming and Operations Specialist** is to provide support to the Director of Programming and Engagement in driving excitement, energy, inclusion, and pride in downtown Akron through engagement, placemaking, and programming, as well as provide essential support in the operations of the office. Duties include organizing and implementing compelling programming and events; engaging patrons with excellent customer service at The Shed; and oversight of the operations of the outdoor civic space, Cascade Plaza, and assistance in office operations. This position will allow for additional responsibilities as performance indicates. 1-2 years of experience in programming and events preferred.

Qualification preferences (training available):

- Ability to manage time effectively and determine capacity to oversee and assist on projects.
- Excellent customer service skills.
- Proficiency or ability to learn POS system (Square), including items, reports, invoices, and contracts.
- Proficiency in Google Workspace and Microsoft Office.
- Capacity to learn new systems of communication, volunteer, and event management (Slack, Eventbrite, Sign-up Genius, etc.)
- Aptitude for co-creation, relationship building, engaging others, learning, adaptability, problem solving and excellence.
- Excellent organizational skills.
- Ability to interact with, assess needs of, and support visitors, staff, and stakeholders.
- Maintain confidentiality and demonstrate discretion.
- Integrity and trustworthiness, with a can-do attitude.

Responsibilities:

- Assist in the design and implementation of organized and excellent events, including recurring weekly programs and large-scale signature events that benefit the downtown community.
- Take initiative during events to ensure successful outcomes, including troubleshooting problems that may occur.
- Provide excellent customer service experiences to patrons by ensuring quality and cleanliness of event space.
- Support and assist with the on-site experience for vendors, partners, and stakeholders.
- Create task lists, organize event materials and support director of programming and engagement during Signature Events.
- Communicate with partners regarding crafts, and activities, and implement engagements, including organizing materials.
- Create volunteer shifts and manage volunteers for DAP events and projects.
- Assist in the management of committees, made up of partners, stakeholders and community members, including scheduling, notetaking and communication.
- Assist in the curation of surveys and tracking methods for attendance of events.

- Assist in the planning and oversee the execution of beautification efforts and public realm projects throughout downtown with volunteers.
- Serve as a DAP representative and liaison to the community. Attend community events and DAP engagement events.
- Assist with office support such as answer the phone, processing mail, ordering supplies, processing invoices, management of event and office inventory.

Physical Demands:

- Ability to lift and move items up to 50lbs and work at least 6 hours on one's feet in the elements. This is primarily outdoor position.
- Must be able to work 30 hours, on average, per week, primarily evenings and weekends, and possibly holidays. Signature event weeks may require up to 40 hours per week.
- Age 21+ required.

ADDITIONAL INFORMATION

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not an exhaustive list of all responsibilities, duties and skills required of the Programming and Operations Specialist. All DAP personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Downtown Akron Partnership is an equal opportunity employer. We are committed to creating an accepting and inclusive environment for all. If you are interested in joining our team, please email a confidential cover letter and resume to Kbeckett@downtownakron.com or mail Kimberly Beckett, Downtown Akron Partnership, 103 S. High St., 4th Fl., Akron, OH 44308