

Position: Field Services Program Manager

Reports To: Public Space Service Director

Functions: This position is responsible for assisting in the overall operations of the Field Services team. This includes ensuring efficient operations, overseeing contracts, administration, monthly reporting, managing special projects and acting as the point of contact to our constituents on public space issues. The Field Services Program Manager will represent the Downtown Sacramento Partnership and be responsible for resolving constituent requests, which may include investigation, intervention, arbitration and facilitation of available resources.

Status: Full time, benefited, hourly

Requirements: This position will require the knowledge of the downtown community and local city government resources, excellent skills in technology, office procedures, written and verbal communication, decision-making, time and project management, problem solving and conflict resolution. Duties will include research, analyzation and ability to develop proactive actions to eliminate negative interactions. Individual must be able to be flexible and have the ability to work well independently. Desirable qualities for this position are tact, confidentiality, cooperation and the ability to work well with diverse groups with courtesy and professional behavior.

Field Services Program Manager Responsibilities and Objectives:

- Assist in managing the day-to-day operations of the team including business and property owner communication, satisfaction, retention, and public space activities.
- Maintain all accounts, contracts and receivables are collected and posted correctly in cooperation with accounting department.
- Accurately and timely complete daily, weekly, and monthly reports.
- Audit records and files to identify dates requiring administrative action, such as contract expiration dates, delinquent accounts and/or contracts.
- Inspect buildings and public spaces to ensure safety and cleanliness, and alerts maintenance team to items that need to be addressed.
- Works with both internal and external stakeholders to maintain community standards.
- Assist the Field Services Manager with training staff on maintenance, Field Service Operations as well as general office operations.
- Compose and prepare routine correspondence, community communications, and other letters and memorandums.
- Assist in identifying issues in the public space while working with residents, business and property owners to help resolve ongoing issues through problem resolution.
- Complies with all company policies, applicable health and safety rules and regulations, as well as applicable local, state, and federal laws.
- May perform other duties as assigned.

SKILLS & RELEVANT EXPERIENCE

- Minimum 4 years of managerial experience directly overseeing staff that interact with the general public.
- Entrepreneurial attitude and ability to think outside the box in a fast-paced environment.
- Demonstrated experience in working with constituent groups of an organization and/or community engagement.
- Experience in Microsoft Office.
- Ability to exercise a high degree of initiative, independence and flexibility.
- Passion for downtown Sacramento.

COMPENSATION

- Competitive hourly pay, commensurate with experience.
- Bonus eligibility.
- Generous paid time off.
- Excellent benefits including health, dental, life and identity theft insurance.
- 401k retirement plan with employer matching.
- Parking, gym membership and more.
- Cell phone reimbursement.

To apply, email humanresource@downtownsac.org by 5 p.m. on February 17, 2021 with cover letter and résumé. Include start date availability.

**** This position is located in downtown Sacramento and is a fulltime position that does not allow for teleworking during the COVID-19 Pandemic.****