

Position: **Public Space Services Assistant Manager**

Reports To: Public Space Services Manager

Functions: This position is responsible for assisting in the overall operations of the Public Space 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 Public Space Services Assistant 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. This position will be responsible for Department employee relations, including injury reporting, conducting employee investigations of misconduct, and making recommendations to the Public Space Services Manager.

Status: **Full-time**, exempt, benefits-eligible.

Requirements: This position will require previous experience managing teams of at least 10-15 employees. They are expected to spend approximately 30% of their time supervising staff in the field. Ideally, this person needs 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, analysis, and the ability to proactively manage projects and staff. 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.

Please Note: This position is located in downtown Sacramento and is not eligible for teleworking due to the responsibility of overseeing field staff.

RESPONSIBILITIES & OBJECTIVES

- Manages the day-to-day operations of the team including business and property owner communication, satisfaction, retention, and public space activities.
- Maintains all accounts and contracts; ensures receivables are collected and posted correctly in cooperation with accounting department. Manages and monitors implementation of all contractual obligations.
- Accurately and timely completes daily, weekly, and monthly reports.

- Inspects 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.
- Assists with training staff on maintenance, field service operations, and general office operations.
- Composes and prepares routine correspondence, community communications, and other letters and memorandums.
- Assists 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.
- Follows all documented procedures around employee management, discipline, and safety as dictated by company policy.
- Ensures each member of the team is performing to company standards.
- May perform other duties as required.

SKILLS & RELEVANT EXPERIENCE

- Minimum 4 years of managerial experience directly overseeing staff that interact with the general public.
- Experience in operations and logistics management.
- 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 with Microsoft Office programs and Zoom.
- Ability to exercise a high degree of initiative, independence, and flexibility.
- Passion for downtown Sacramento.
- 4-year degree preferred

COMPENSATION

- Salary range from \$66,560 to \$72,500 annually, commensurate with experience.
- Generous paid sick and vacation accruals plus 10-12 paid holidays.
- Excellent benefits including EAP, health, dental, vision, life, and identity theft insurance.
- 401k retirement plan with employer matching.
- Cell phone reimbursement.
- Paid parking, on-site fitness center, and more.

To apply, email hr@downtownsa.org by 5 p.m. on November 24, 2023 with cover letter and résumé. Include start date availability.