

Position: Public Space Services Manager

Reports To: Public Space Services Director

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 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 Director

Status: Full time, benefited, salaried

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. Ability to present information and services to stakeholders and the general public.

Public Space Services 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.
- ☐ Input daily and weekly schedules.
- ☐ Approve time sheets.
- ☐ 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 Public Space Services Supervisors and Leads with training staff on

maintenance, FieldService 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.
- ☐ Responsible for maintaining accurate and timely injury reports and notifications and assisting the employee through the injury process.
- ☐ Notify the Public Space Services General Manager of misconduct within the Public Space Services Team and conduct investigations and submit investigation findings and discipline recommendations (if any) to the Public Space Services Director
- ☐ Ensure each member of the team is performing to company standards.
- ☐ Keep accurate documentations of conversations or incidents which may subject the organization to liability.
- ☐ Shall perform other duties as required.

SKILLS & RELEVANT EXPERIENCE

- ☐ Minimum 4 years of managerial experience directly overseeing staff of at least ten, 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.
- ☐ Strong experience in Excel, Word, and PowerPoint
- ☐ Familiarization with common office platforms and programs.
- ☐ Ability to exercise a high degree of initiative, independence and flexibility.
- ☐ Passion for downtown Sacramento.
- ☐ 4-year degree strongly preferred
- ☐ Familiarization with California labor laws
- ☐ Experienced with Salesforce
- ☐ Attention to detail
- ☐ Basic knowledge of California criminal law
- ☐ Leadership, team management and collaboration skills
- ☐ Strategic thinking and results-driven approach to initiatives and tasks
- ☐ Familiarity with community development, nonprofit organizations, or property-based improvement districts is a plus
- ☐ Must have a valid California Driver's License and be insurable by company standards
- ☐ Must meet minimum standards of a background and drug screen
- ☐ Experience with managing budgets, inventory, equipment, vehicle fleet
- ☐ Strong history with employee relations
- ☐ Customer service skills

COMPENSATION

- ☐ \$70,500-\$75,000 with 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 hr@downtownsac.org with cover letter and résumé, and answers to supplemental questionnaire below. Include start date availability. This posting will remain open until sufficient qualified résumé's have been received.

**** This position is located in downtown Sacramento and is a fulltime in person/in office position**

Supplemental Questionnaire

Circle response

1. You understand this is NOT a remote or work from home position and this is an in person, in office position, located in Downtown Sacramento?

Yes No
2. You have reviewed and agree to the salary range?

Yes No
3. You understand that successful and satisfactorily passing a background and drug screen is a requirement before being appointed to this position?

Yes No
4. You have (or have the ability to obtain prior to employment) a valid California Driver's license

Yes No
5. You understand as part of this position you must meet our company insurance standards as a condition of employment?

Yes No