



We invite applications for the position of:

Downtown Coordinator

MONTHLY SALARY- \$6,210 to \$7,404

With Salary Increase: 2% on 7/1/2018

The City of San Mateo City Manager's Office is seeking a Downtown Coordinator

Why Join the City of San Mateo?

Come be part of the City of San Mateo team. You would be joining an organization of over 560 people who work for the City of San Mateo and whose mission it is to serve the community with a collaborative, innovative and professional spirit. We are looking for someone who embodies our shared values of respect, creativity, inclusivity, transparency, and integrity in their words and actions. The City Manager's Office includes staffing and management of the Communications, Sustainability, Economic Development, and Volunteer Programs within the City of San Mateo. The Office provides direct support to the City Council on major policy issues and provides the primary interaction with our community partners including the Chamber of Commerce and the Downtown San Mateo Association.

What You'll Do

This is a new position within the City Manager's Office and receives general direction from the Deputy City Manager. The Downtown Coordinator's primary function is coordinating a variety of tasks to implement the City's efforts to support Downtown businesses and improve the customer experience in Downtown San Mateo.

Who You Are

- You are able to coordinate and support the efforts within Downtown San Mateo of Code Enforcement, Public Works and other City Departments.
- You schedule and chair regular meetings with the Deputy City Manager, Code Enforcement and Public Works personnel to coordinate and track progress in meeting City objectives for the downtown.
- You develop and maintain effective working relationships with Downtown businesses and the Downtown San Mateo Association (DSMA) and make annual recommendations to the City and DSMA for funding projects or activities in the Downtown.
- You serve as a primary contact for Downtown businesses related to any inquiries related to Downtown infrastructure, code compliance issues, construction-related disruptions, and other related topics
- You effectively manage the Downtown cleaning contractor and monitor contractor activities; revise or renew the contract and oversee the request for proposal process to select the downtown cleaning contractor.
- You are able to perform regular inspections of sidewalks, parking structures and parking structure stairwells to confirm that work is being performed by the Downtown cleaning contractor; perform regular inspections of landscaping, street signs, and street furniture, and report any deficiencies to Public Works and Parks and Recreation Maintenance Managers.
- You initiate and oversee improvements to the street furniture, news racks and other Downtown amenities.
- You assist Code Enforcement by identifying code violations and work with property owners and businesses to correct violations prior to or following citations by Code Enforcement Officers.
- You perform regular inspections on streetlights and lighting in the City parking structures and on streets within the Downtown core during nighttime hours at least quarterly and provide a list of bulb replacements or other repairs to be performed by Public Works or by contract.
- You coordinate with Recology, Public Works staff, and local businesses to monitor garbage service in the Downtown and that garbage bins are kept clean and taken off of the curb in a reasonable timeframe.
- You provide input into Downtown planning and capital improvement efforts.
- You have knowledge of basic project management methods and procedures; basic contract administration methods and requirements; purchasing requirements, methods and vendor selection processes; familiarity with cleaning and maintenance tools and methods, and environmental regulations that may affect cleaning efforts.
- You have the ability to interpret and explain laws and regulations related to code compliance, zoning regulations, and health and safety codes; research proposals, evaluate alternatives, and make sound recommendations within established policy guidelines; negotiate and oversee service contracts; effectively represent the City to the business community and public; communicate clearly and concisely, both orally and in writing;

What You Bring

- You have at least two years of increasingly responsible experience in project management, facility maintenance or project administration.
- You have the equivalent to an Associate degree from an accredited junior college, college or university with major course work in public administration, business, project management, or a related field.
- You possess a valid California Driver's License with a satisfactory driving record.

What We Offer

- Comprehensive benefits package including generous paid leave and health benefits
- CalPERS retirement (2% @ 55 for classic members; 2% @ 62 for new members). Classic employees contribute 7.4% to CalPERS and New members contribute 6.25% to CalPERS. Participation in the Social Security Program
- Plus Salary increase: 2% on 7/1/18
- Programs: Deferred Compensation plan and .5% city contribution to a Retirement Health Savings Account
- Free Fitness classes through City of San Mateo Parks and Recreation, Employee Assistance Program and Credit Union Membership
- Bilingual Diff: \$195 monthly (if applicable)
- This classification is represented by the San Mateo City's Employee Association

Are You Ready? Apply.

Submit an online application, résumé (strongly encouraged), and supplemental questionnaire at www.calopps.org or to the Human Resources Department, City of San Mateo, 330 W. 20th Avenue, San Mateo, CA 94403, (650) 522-7260.

Application Deadline:

Recruitment will close by **May 1, 2018, at 5:00 p.m.** or upon receipt of the first 100 applications and supplemental questionnaires, whichever occurs first.

Interview Process

All applications and supplemental questionnaires received will be reviewed for minimum qualifications. A limited number of the most highly qualified applicants will be invited to participate in the examination process which may consist of an oral panel interview, tentatively scheduled for **May 31, 2018**.

An employment list will be established for those who pass the examination process. Current and future vacancies may be filled from this list. The list will remain in effect for at least 6 months with the possibility of an extension for an additional 6 months. Once placed on an employment list, and at the time a vacancy occurs, eligible candidates may be contacted by the hiring department and scheduled for additional department interviews.

Date Posted

April 3, 2018

Note: The City of San Mateo reserves the right, at its discretion, to limit the number of qualified candidates invited to the selection process.

Fine Print

Prior to hire, candidates will be required to successfully complete a pre-employment process, including a driving record review, reference check, and a Department of Justice (DOJ) fingerprint check. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification from the recruitment process.

Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Division upon submittal of application. Documentation of the need for accommodation must accompany the request.

The policy of the City of San Mateo is to grant equal employment opportunity to all qualified persons without regard to race, color, sex, gender, age, religion, ancestry, physical or mental disability, sexual preference, marital status or national origin. It is the intent and desire of the City of San Mateo that equal employment opportunity will be provided in recruiting, hiring, training, promoting, wages, benefits, and all other privileges, terms and conditions of employment. The City of San Mateo is an Equal Opportunity Employer (EOE).

**CITY OF SAN MATEO
Downtown Coordinator**

Supplemental Questionnaire

Please provide answers to the following questions, limiting your response to one (1) page each. Responses to the supplemental questions will be used in the selection process. Neatness, clarity of expression, grammar, spelling, and ability to follow instructions will be considered in evaluating your responses. Failure to answer the questions will result in an incomplete application packet and your application will not be considered for the position. (Questionnaire responses must be submitted with the employment application.)

1. Provide an example of an on-going service contract that you managed. What sorts of checks and balances did you put in place to ensure that the contractor met the performance expectations of the contract?
2. Describe a difficult customer service situation you encountered and how you resolved it. How does this reflect your definition of good customer service?
3. The Downtown Coordinator is a dynamic position. There are many challenges and interruptions of priorities. Provide us with an example of your success at managing priorities and multi-tasking.