



We invite applications for the position of:

Downtown Coordinator

MONTHLY SALARY- \$6,334 to \$7,552

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 position is in the City Manager's Office and receives general direction from the Economic Development 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 develop and maintain effective working relationships with Downtown businesses and the Downtown San Mateo Association (DSMA) and serve as a primary contact for Downtown businesses related to any inquiries related to Downtown events, infrastructure, code compliance issues, construction-related disruptions, and other related topics
- You help develop, organize, and assist with the logistics for events and activities in the Downtown, such as festivals or outdoor performances, to add to the vitality and vibrancy of the district. This work will involve occasional weekend and evening hours.
- 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 Code Enforcement and Public Works and other City Departments to coordinate and track progress in meeting City objectives for the downtown.
- You develop recommendations to the City and DSMA for funding projects or activities in the Downtown.
- You are able to perform regular inspections of sidewalks, parking structures to confirm that work is being performed by the Downtown cleaning contractor; perform regular inspections of landscaping, street signs, parking meters, street lights, and street furniture, and report any issues to other City departments.
- You initiate and oversee improvements to the street furniture, landscaping, and other Downtown amenities.
- You help support the City's parking management efforts in the Downtown, including assisting with the communication of parking rate changes and employee parking permits.
- 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 support to the City's Economic Development program.
- You have knowledge of basic project management methods and procedures; basic contract administration methods and requirements; purchasing requirements, methods and vendor selection processes.
- You have the ability to interpret and explain laws and regulations related to code compliance, zoning regulations, and health and safety codes;
- You research proposals, evaluate alternatives, and make sound recommendations within established policy guidelines;
- You 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 event management, merchant associations, economic development, 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 are proficient in using the Microsoft Office Suite, including Word, Excel, PowerPoint, and Outlook.
- 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 7.5% to CalPERS and New members contribute 6.25% to CalPERS. Participation in the Social Security Program
- 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)
- Employee housing loan up to \$7,500 for home purchase or rental move-in assistance in the City of San Mateo.
- 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 **April 10, 2019, 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 02, 2019, or May 03, 2019.**

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

March 19, 2019

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. Describe your experience managing or assisting with a major event? What were some of the key factors that ensured that the event was a success?
2. Provide an example of an on-going service or vendor 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?
3. Describe a difficult customer service situation you encountered and how you resolved it. How does this reflect your definition of good customer service?
4. What do you think are the key ingredients to a vibrant downtown district?