



Services Manager

THE OPPORTUNITY

The Union Square Alliance is playing a central role in the recovery and resurgence of Union Square and all of downtown San Francisco. We are now implementing our recently adopted Strategic Plan for Union Square which envisions a bustling, complete downtown neighborhood with shoppers, visitors, workers, and residents. This is an excellent opportunity for someone to get involved in helping manage the Alliance's core Clean and Safe services for the 27-square block Union Square District.

THE ORGANIZATION

The Union Square Business Improvement District DBA The Union Square Alliance (Alliance) is a 501(c)(4) non-profit organization that serves members and creates a high-quality visitor experience by managing and activating public spaces, attracting new investment, and advocating for the Alliance's future success. Funding for the Alliance comes from property tax assessments (\$6.6mil/year) over a 27-block area around Union Square in San Francisco as well as donations, sponsorships, and grants. The Alliance's objectives are to improve safety and security in the district; increase its cleanliness; enhance the visitor experience and the beauty of the area; define and brand the neighborhood; activate our public spaces; promote the district and the businesses located within it; provide a welcoming environment for visitors; help people effectively navigate the district; increase the economic viability of the area; and create an ideal place to live, work, and visit through maintenance and public safety measures, marketing, advocacy, streetscape improvements and public realm initiatives.

The organization has been in existence since 1999 but was renewed and expanded by vote of the property owners located within the district and the City and County of San Francisco's Board of Supervisors in July 2019 for a new 10-year term. The Alliance recently hired a new CEO (October 2021) and COO (January 2023) and completed a strategic planning process in November 2022. This position will participate actively in the execution of the plan.

Working together with the City of San Francisco (City), the Alliance is committed to ensuring Union Square remains a world-class destination as well as a safe and vibrant community for those who live and work here. You can find out more about the organization at <http://www.visitunionsquaresf.com>

POSITION DESCRIPTION

Reporting to the Chief Operating Officer (COO), the Services Manager will assume primary responsibility for clean and safe-related contract management, performance



tracking, data collection and communications with the Alliance's various contractors, as well as the Alliance's Board of Directors and committees which help oversee our work. The Services Manager will ensure the maintenance of the organization's Salesforce database, ensure our services partners are delivering on the requirements as contracted and oversee the operations of the security camera program, among other duties outlined below. This is a full-time exempt position. The Services Manager will work 9:00 am – 5:00 pm Monday through Friday, but additional hours may be required on certain days and nights. This schedule can be adjusted as needed.

PRIMARY RESPONSIBILITIES

The primary responsibilities of the Services Manager are outlined below.

District360 (Salesforce): The Services Manager will manage the administration and maintenance of the clean and safe-related functions of the Alliance's Salesforce\District 360 database, which is supported by a dedicated vendor.

Services Providers: The Services Manager will oversee and provide ongoing evaluation of the Alliance's services partners and will help ensure the services partners are delivering on the requirements as outlined in the Alliance's Management Plan and in the contracts between the Alliance and Service Providers. This may include evaluations of services, membership surveys, third party independent evaluations, staff audits, and the capturing of data and reporting. The Services Manager will be responsible for ensuring monthly invoices are billed correctly and reviewing and editing the monthly Clean and Safe Operations Report.

Alliance Committees: Working with the COO and CEO, the Services Manager will manage the Services and Public Safety Committee and the Retail Theft Prevention Committee. This includes developing agendas, taking minutes and creating reports for the Board of Directors and committee members. The Services Manager will coordinate scheduling, logistics, and agenda development for these meetings.

Big Belly: The Services Manager will manage the Big Belly garbage can program (47 units) throughout Union Square District. This will include ensuring maintenance concerns are addressed and all Big Belly units are operational. The Services Manager will contact Big Belly support and/or other Alliance contractors for repairs and will generate work orders and approve quotes as needed to ensure units remain operational.

Security Camera Program: The Services Manager will manage the security camera vendor to ensure all cameras are fully functioning. The Services Manager will reach out to both security camera vendor and internet service provider to troubleshoot when cameras are not functioning, or servers are down. The Services Manager will also coordinate the installation of new cameras and replacement of existing units as budget



becomes available. The Services Manager will partner with the cleaning service provider to develop a cleaning and maintenance schedule for every Alliance camera and monitor their execution of the cleaning.

Services Manager will monitor responses to video requests from the community and ensure they are provided in a timely manner and in accordance with Alliance policies.

The Services Manager will also update and maintain the Alliance camera coverage map as new locations are added to the network. Per the Video Surveillance System Usage Policy & Procedures, the Services Manager will conduct a semi-annual review, with the Alliance contractor, of all video monitoring activities over six months prior to commencement of the audit. The activities to be reviewed will include compliance with the video retention policy, compliance with video request protocol and documentation, and review of authorized uses of all video/still images exported (including date/time of export and username)

Other: Other tasks and projects may be assigned to the Services Manager at the discretion of the CEO or COO.

REQUIREMENTS/QUALIFICATIONS

Candidates considering applying for this position should have some of the following qualifications. Applicants must be eligible to work in the United States.

- Experience with accounting and contract compliance
- Bachelor's degree from accredited college
- Experience in dispatching, video surveillance, office administration, executive support, and/or business experience
- Experience with public space management or property management.
- Experience with security camera networks and video technology
- Experience working with City of San Francisco Departments
- Experience with Business Improvement Districts or Community Benefit Districts a big plus
- Ability to manage a variety of tasks including administration, database management, dispatching, and general office maintenance
- Experience with databases and Salesforce (District360).
- Advanced skills in the Microsoft Office Suite required (Word, Excel, Power Point and Outlook)
- Excellent interpersonal skills with the ability to communicate effectively with the public, board members, community and staff
- Excellent written communication skills and organizational skills and the ability to juggle multiple tasks and priorities



- Professional demeanor while maintaining a calm and inviting atmosphere in office
- Experience working with non-profit organizations

COMPENSATION & BENEFITS

The compensation range for this full-time regular position is \$100,000 to \$110,000 dependent on experience and qualifications. The Alliance offers a benefit package that includes health, dental and vision insurance (100% employer paid for employee), vacation, sick, and holiday paid time off, and an employer-sponsored commuter benefit up to \$150/month. In addition, the Alliance has a 401K plan and has an employee professional development allowance of up to \$2,000/year.

TO APPLY

To apply for this position, please email a cover letter and resume to hire@unionsquarealliance.com Resumes without accompanying cover letter will not be considered.

The Union Square Alliance is an Equal Opportunity Employer. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.