

Are you looking to join a team that is making a difference in the future of San Jose? We are looking for a skilled professional who wants to help us shape the center city of Silicon Valley. The San Jose Downtown Association is a non-profit organization that has worked closely with private and public sector partners since 1986 to improve downtown San Jose. Please look at our website sjdowntown.com before applying, to better understand our mission, programs and services. Details on the position are below:

POSITION TITLE: Operations Manager, San Jose Downtown Association

POSITION DESCRIPTION:

The San Jose Downtown Association's (SJDA) guiding principle is to support our Business Improvement District and Property Based Improvement District members' vision of a vibrant downtown for all. Our staff and volunteers are reliable, passionate and solution-oriented individuals. We do what we say we are going to do. We diligently work to achieve our goals. We take initiative and collaboratively tackle problems.

The Property-Based Improvement District (PBID) is a special assessment district that conveys certain benefits to the properties located within its boundaries. Established in 2007 and managed by the San Jose Downtown Association, the PBID provides funding for downtown services, including Groundwerx, our signature clean and safe program, as well as the newly formed Social Impact Team that works directly with downtown's vulnerable unsheltered population.

The Operations Manager is a full-time, exempt position responsible for managing the implementation of DSLP, Comprehensive Lighting Plan and beautification projects within the PBID. The Operations Manager reports directly to the Deputy Director.

GENERAL RESPONSIBILITIES AND DUTIES:

- Develop and manage PBID programs such as Groundwerx, Social Impact Team and the PBID Enhanced Security/SEU Program in accordance with the PBID Management Plan.
- Works in collaboration with the Street Life Manager to assist with the Downtown Street Life Project (DSLSP) implementation as needed.
- Develop, manage and monitor program budgets, including leading fundraising efforts to leverage partner funds and fee for service contracts.
- Process PBID invoices and billings, including the collection and reconciliation of assessment revenue collected by the County of Santa Clara and the City of San Jose.
- Negotiate, plan and implement vendor contracts for specific PBID projects and programs under Deputy Director supervision.
- Identify and develop community partners interested in the PBID's clean and safe programming.
- Serve as liaison on PBID issues with City, VTA, County of Santa Clara and other public agencies. Lead staff member with City DOT and DPW on the PBID assessment process, including billing.
- Manage the PBID Coordinator and their associated workload.
- Develop surveys, analyze data and prepare written reports on the maintenance, operation and security of the PBID.
- Manage annual PBID election process.
- Assist in producing PBID promotional items, such as newsletter and website content.
- Conduct regular member/property owner outreach. Lead staff member for public safety and cleanliness related outreach. Collaborate with other SJDA staff on cohesive outreach efforts.
- Assist SJDA management team and staff in other projects and activities as needed to fulfill the mission of the PBID and SJDA.

- Work as lead staff for the Commercial Property Owners and Managers Committee and Social Impact Committee.
- Assist in other PBID projects and activities as needed.

QUALIFICATIONS:

- BA/BS degree and a minimum of three years professional experience in special assessment districts, infrastructure maintenance, working with vulnerable populations and/or project management - or - minimum of 6 years of experience in special assessment districts, infrastructure maintenance, working with vulnerable populations and/or project management.
- Specific knowledge and past experience with the City of San Jose and County of Santa Clara a plus.
- Strong interpersonal communications skills required.
- Proficient bilingual skills (Spanish or Vietnamese) preferred.
- Computer proficient. Google Suite knowledge is highly preferred.

SALARY: Salary range is \$80,000-90,000 and is commensurate with experience; competitive benefit package.

TO APPLY: Please submit a **cover letter and resume** to hr@sjdowntown.com. Applications are due Friday, January 19, 2024.