

Chief Operations Officer

Reports to: President & CEO

FLSA Status: Exempt, Starting at \$125K, plus benefits

Our Story:

Downtown San Diego Partnership (DSDP), a nonprofit membership-based business organization, that exists to promote an economically prosperous and culturally vibrant urban center through advocacy, leadership, marketing, economic development initiatives, and education. Annual DSDP budget is approximately \$1.7M.

In addition, we manage the Property and Business Improvement District (PBID), City Center Business Improvement District (BID) and three Charitable Foundations. Through these programs, we provide enhance services in maintenance, safety, and beautification within 275 blocks in Downtown, support business promotion and retention, and improve the quality of life within our community. These programs provide an annual contractual budget of approximately \$9.3M annually.

We have a dynamic DSDP Board of Directors representing key industry partners in business, legal, sports, hospitality, technology, some other big categories...and residential stakeholders as well.

To learn more about our work in these areas, please visit: <https://downtownsandiego.org/>

Position Summary:

The Chief Operations Officer (COO) is a key member of the senior management team and will report exclusively President and Chief Executive Officer (CEO). The goal of the COO position is to secure the functionality of the business and to drive extensive and sustainable growth. The COO will have to be responsible for maintaining control of the diverse business operations and to establish and execute plans set by through the vision of the CEO and strategic goals.

Successful candidates will thrive in a fast-paced and challenging work environment and be experienced in handling a wide range of responsibilities. This role requires a high level of autonomy and common sense; therefore, candidates must work well under pressure and meet deadlines, remaining flexible, proactive, resourceful and efficient. This individual must operate with a high degree of discretion and integrity given the nature of work and access to sensitive information. As well as have a strong understanding of local government processes is preferred.

Strategic Priorities for this Position Include:

- Ensure DSDP has effective operational, administrative, compliance, contracts, and financial procedures that meet the goals and objectives of the organization.
- Review organizational committees, ad-hoc committees, task forces, and working groups that pertain to the Partnership's efforts and ensure work product is high-quality and produced in a timely manner

- Manage and create a thematic board meeting calendar and plan with CEO
- Develop a deep understanding of the organization and the culture, with a central focus on building trust and relationships with team members at all levels.
- Work collaboratively with team to coordinate on issues, meeting schedules, press, testimony, etc.

Economic Development and Special Projects Priorities for this Position Include:

- Work closely with Civic San Diego and the City of San Diego Development Services Departments, advocate for the preservation of tools that encourage development
- Foster and facilitate the growth of existing and new businesses of all types in Downtown
- Lead the development of pitch decks for prospective, large office tenants
- Develop programs to engage and grow the Downtown entrepreneurial ecosystem
- Explore, identify, and incorporate best practices from other cities into San Diego
- Manage special projects in partnership with the designated staff person (current examples include, but are not limited to: Convention Center, Downtown demographics study, Downtown 3-D map, etc.)
- Develop and execute an Annual Economic Development retreat and other investor forums
- Supervise Director of Special Districts and oversee the management of initiatives relating to the Commercial Enhancement Program and Business Improvement District.
- Oversight of DSDP's 501(c)(3) Foundations
- Additional duties as assigned

Team Development Priorities for this position include:

- Devote significant time to developing, coaching, and empowering DSDP staff members.
- Assist CEO and VPs with annual evaluations, office structure and talent development
- Leads hiring searches and works with CEO and CFO to hire and then continuously develop talent

Attributes and Work Style:

- **Strategic Planning Mindset** – Provide the framework and action items for the overall organization vision and put a definition to it along with actionable steps. Work within the guidelines established by the Downtown San Diego Partnership bylaws and the President and CEO.
- **Interdepartmental Knowledge/Versatile** – Sound understanding of all internal functions of an organization. Support the management team and staff in other projects and activities to fulfill the mission of the organization while performing any other tasks assigned by the President and CEO relevant to achieve the objectives and purpose of the position.

- **Leadership Skills** – Managing teams, delegating tasks, selecting managers or other team members and evaluating performance. Promote teamwork and professionalism with the ability to manage in some areas while serving as an assistant in others. Ability to be supportive, patient and teach when someone needs assistance.
- **Communication** – Clearly and accurately report to Boards of Directors, the President and CEO and other executives in the company.
- **Flexibility** – Ability to handle and prioritize conflicting complex demands. Able to work proficiently even when priorities shifts, also able to work evening and/or weekend when needed

Qualifications, Skills and Abilities:

- Bachelor's degree required. Professional experience in leadership, economic development, government, or related field required
- Proficiency in Microsoft Office, Adobe, CRM, Program Management Software required not sure we need this one—if smart, they could learn a new system
- Track record of success with managing systems, operations, and teams.
- Strong leadership skills to mentor and motivate development staff to reach development goals.
- Strong writing skills necessary
- Proven experience in researching and composing reports on complex topics preferred
- Proven experience managing team members