Program Manager

The Downtown Worcester Business Improvement District (DWBID) is seeking a Program Manager to provide oversight of our largest vendors and project management of some of the organization’s beautification and placemaking priorities. This role will oversee DWBID’s vendor for Cleaning and Safety/Hospitality Ambassadors, who are deployed throughout our downtown district, as well as our vendor for snow removal. The ideal candidate will have exceptional managerial skills and an enthusiasm for urban place management.

DWBID is a non-profit organization that represents the owners of more than 140 properties within approximately 78 acres in downtown Worcester, Massachusetts. The organization seeks to create a unique sense of place through enhanced investment and development, establishing and sustaining a vibrant, welcoming, and economically viable district for all stakeholders.

Duties and Responsibilities

- Gain a comprehensive understanding of DWBID’s programs and operations to provide oversight and quality assurance of our vendors’ delivery of services within allotted budgets.
- Evaluate DWBID’s maintenance and security needs and work with the Ambassador Program’s Operations Manager to customize operations based on available resources to meet expectations.
- Oversee snow operations through the management of vendors, assigning priorities, and allocating resources.
- Provide monitoring in the field to ensure quality performance and advise of adjustments when necessary.
- Suggest and implement processes to improve efficiency and ensure consistency of service.
- Oversee the procurement, installation, and storage of new streetscape elements, including hanging baskets, street banners, planters, and lights.
- Manage the logistics and coordination of DWBID events and activities, including planning, permitting, execution, and debriefing.
- Participate in the evaluation of programs, projects, events, and activities.
- Cultivate and maintain professional relationships with vendors, City staff including Police and Public Works employees, and property/building managers.
- Provide excellent customer service to property owners, businesses, residents, and visitors.
- Assist in planning and attend committee meetings as needed.
- Assist in maintaining organization’s CRM system.
- Complete special projects and other duties as assigned.

Requirements and Experience

- Bachelor’s degree and 3-5 years of relevant work experience.
- Prior experience in program/project management, operations, or related field is preferred.
- Familiarity with or experience in a Business Improvement District or with Downtown Worcester is a plus.
- Effective communication skills, job planning skills, and the ability to motivate and inspire.
- Problem solving abilities and “can do” mindset.
- Ability to work both collaboratively and independently.
- Ability to work a varied schedule when needed, including occasional nights and weekends.
- Competency with MS Office programs (Word, Excel, Outlook, PowerPoint).
- Must have a valid driver’s license.
Compensation

$55,000 to $60,000 plus benefits package, commensurate with experience.

To Apply

Email cover letter and resume to director@downtownworcester.org by January 6, 2020.