

Are you looking to join a team that is making a difference in the future of San Jose? We are looking for a skilled community engagement and membership 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](http://sjdowntown.com) *before* applying, to better understand our mission, programs and services. Details on the position are below:

POSITION TITLE: Community Engagement Manager, San Jose Downtown Association

POSITION DESCRIPTION: The San Jose Downtown Association (SJDA) Community Engagement Manager develops and implements outreach and membership services for SJDA and is responsible for strengthening relationships with members, partners, stakeholder organizations and funders. Amid and post-COVID, this position is predominantly focused on our recovery efforts by connecting members, downtown neighborhood districts and stakeholders with SJDA programs, services and advocacy efforts.

In congruence with our recently developed Stabilization Plan, this position is to enhance communication through our environment and experience focus areas both internally and externally.

The Community Engagement Manager is a full-time, exempt position and is supervised by and reports to the Managing Director.

#### GENERAL RESPONSIBILITIES AND DUTIES:

- Develop relationships with SJDA, BID and PBID members, external partners and other stakeholders to further organization-wide goals.
- Engage members with SJDA campaigns including PBID renewal (2020-2021), events, promotions, advocacy, streetlife projects and communications.
- Develop, implement and manage SJDA's membership program which includes business engagement, creation of materials, selling membership opportunities and refining the program.
- Manage, coordinate, conduct and track member visits and outreach on a monthly basis.
- Verify monthly city reports. Coordinates and executes membership visits based on verified account information.
- Oversee Salesforce database management including SJDA, BID and PBID membership, and initiatives to support data accuracy.
- Manage data, curate stories and solicit feedback for story-telling, social media and other communications to assist PBID renewal and downtown recovery and stabilization efforts.
- Work with marketing and communications team members on programs to align internal and external messages, facilitating consistency across communication channels/audiences and the twin business models of environment and experience.
- Work closely with SJDA staff to create opportunities for members to engage and participate with events, services and programs hosted by or supported by SJDA.
- Contribute to market research activities to analyze and identify market needs and issues, when necessary.
- Serve as liaison with respective SJDA staff at partner organizations to ensure coordinated and aligned messaging. Represent SJDA at community and civic meetings and present information on SJDA programs and services as needed.
- Attend district committee meetings and serve as the liaison with San Jose State University.
- Staff the Small Business Support Center once established.
- Develop and manage assigned budgets for activities assigned to this responsibility.
- Performs other related duties as required.

QUALIFICATIONS:

- BA/BS degree and 4+ years of experience in community engagement, customer service or membership management.
- Strong interpersonal skills with a positive attitude, sense of humor and customer-service orientation.
- Strong organizational, time management and prioritization skills with attention to detail.
- Excellent negotiation and communication skills with ability to distill conversations into concrete plans.
- Strategic-minded and process-oriented with ability to effectively manage new ways of work.
- Ability to thrive in a fast-paced and team-oriented environment.
- Demonstrated passion for the mission of SJDA and its programs.
- Salesforce experience is a plus.
- Fluency in Spanish and/or Vietnamese is a plus.

SALARY: Salary range is \$80,000 - \$85,000 and is commensurate with experience; competitive benefit package

DEADLINE: October 25, 2020 at 5:30pm.

TO APPLY: Please submit a **cover letter and resume** to [hr@sjdowntown.com](mailto:hr@sjdowntown.com) or  
San Jose Downtown Association, Human Resources  
28 N. First St., #1000  
San Jose, CA 95113