

DOWN AUSTIN TOWN ALLIANCE

Great downtowns don't just happen. They are built by people and organizations that care deeply about making downtown welcoming, vibrant, and vitally important to the culture of the city at large. The Downtown Austin Alliance embodies that spirit of collaboration and stewardship. Members of the Downtown Alliance represent the ownership of nearly 900 commercial properties in the Austin Downtown Public Improvement District (PID). Through leadership on major planning decisions, ongoing partnerships with stakeholders, direct services and impactful projects we work to ensure downtown Austin continues to be extraordinary.

The organization is seeking an Operations Manager to manage programs including third-party contracts, overtime police patrol, horticulture and landscaping and other contractors to ensure a consistently clean, beautiful, hospital and safe downtown experience that attracts and welcomes everyone. The ideal candidate has drive, determination, is conscientious, thorough and a self-disciplined approach to achieving results.

To learn more about this exciting opportunity, review the complete job description below. Interested applicants must submit a cover letter, resume and references in pdf format to [Molly Alexander](#). Applicants must also take this [assessment](#) to be considered an applicant for this position.

Job Description

Job Title: Operations Manager

Supervisor: Sr. Director Public Space Management

FLSA Status: Exempt

Summary

Manages Operation programs including third-party contracts, overtime police patrol and other contractors to ensure a consistently clean, beautiful, hospitable, and safe downtown experience that attracts and welcomes everyone.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Manages third-party service contracts ensuring contract goals are achieved and issues are mitigated. Works with the Accounting Coordinator on contract administration.
- Communicate and directs third party contracts with partners and staff to deliver on the organization's strategies and objectives in alignment with the Downtown Vision.
- Manages overtime police patrol program for the public improvement district to improve public safety downtown.
- Regularly inspect and walk the Public Improvement District to determine priorities, and identify needs to improve the cleanliness and beautification of downtown in order to support a great pedestrian experience.
- Work in partnership with Ambassador team and Senior Director of Public Space Management to identify, log and communicate public realm issues and deficiencies, serving as the Downtown Alliance's ombudsman and working closely with city staff to fix, improve and resolve the issues. Issues may include lighting and sidewalk repairs, tree replacement, etc.
- Manage and oversee public realm beautification projects such as the light pole banner program, Congress Avenue planters and lights, etc. Create and maintain highest standard, ensure replacements and projects are working effectively and add to the beautification of downtown. Work with Parks & Placemaking Director and Sr. Director of Public Space Management to define and collaborate on new projects and updates to current programs.
- In partnership with Sr. Director of Public Space Management, other organizations, agencies and contractors organize and execute a minimum of two downtown clean-up days to ensure the Downtown Public Improvement District is prepared for spring and fall event seasons and other critical events.
- Organize and effectively direct mural restoration team with the Parks & Placemaking Director and contractors.
- Develop and cultivate relationships with counterparts at the City of Austin and a variety of external contacts to ensure a cohesive and comprehensive approach to improvements to the public realm.

- Work in partnership with the Parks & Placemaking Director and Senior Director of Marketing to support the logistics and execution of public space activations and events throughout the year downtown.
- Analyzes operations data and develops charts, graphs, tables and maps to improve efficiencies.
- With the Sr. Director of Public Space Management work to establish criteria and methodology for assessing the success of the program. This work includes special assignments as needed, including but not limited to homeless counts, data processing, and presentations.
- Serves as staff second for the Safety & Hospitality Committee, assisting the staff lead in developing and executing the annual work plan and reporting on its progress. Contributes to other committees and task forces as needed.
- Contributes to the efficiency of the organization by performing other duties and participating in special projects, as assigned.

Supervisory Responsibilities

No direct supervision of staff at this time.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Team Leadership - Fosters team cooperation; defines team roles and responsibilities; supports group problem solving; ensures progress toward goals; acknowledges team accomplishments.

Delegation - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services.; continually works to improve supervisory skills.

Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree from a four-year college or university; four years or more related experience in operations management, project management and/or training and certifications or equivalent combination of education and experience.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

Proficient in Microsoft Outlook, MS Word, Excel and Power Point. Proficient in ArcGis a plus.

Certificates, Licenses, Registrations

Certified Project Management Professional (Preferred)

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.