

Downtown Community Outreach & Engagement Manager

Job Profile

The Downtown Community Outreach & Engagement Manager is primarily responsible for building and strengthening relationships with downtown stakeholders. This person also plays a leading role in enhancing the downtown experience through space activation, working to enhance the cleanliness and safety of downtown and working in the arena of social service needs which include but are not limited to oversight of our cadet program, graffiti & vandalism, streetscape improvements, winter operations and other quality of life issues.

The Downtown Community Outreach & Engagement Manager provides oversight in all matters related to the strategic planning objectives of Portland Downtown, in collaboration with the Executive Director and Board of Directors. These objectives include the oversight of the Supplemental Services Agreement with the City of Portland, and all issues that affect the downtown experience of cleanliness and safety, specifically: police and cadet presence; graffiti vandalism; homelessness and panhandling; streetscape and infrastructure improvements; winter operations; and other quality-of-life issues. This person serves as the staff and board lead in tracking, management, and analysis of statistics/analytics via SeeClickFix/FixIt! Portland.

The Downtown Community Outreach & Engagement Manager's role is an essential conduit of communication from the organization to its stakeholders. The position requires cultivating relationships with municipal departments and other organizations and initiatives, with the intent of building partnerships to strengthen Portland Downtown's impact on the safety and well-being of the community. This position is the primary liaison on all matters related to Portland Downtown's mission and requires knowledge of and engagement with the City of Portland's public processes that overlap with Portland Downtown's purview.

Responsibilities / Job Duties

- Works with the Executive Director to develop a scope of work that drives the strategic plan forward, and sees initiatives and projects through to completion.
- Manages and develops programs in support of the organization's clean and safe/Downtown Experience initiatives.
- Develops data tracking and evaluation methods for current and newly developed programs, such as the Downtown Cadet and Peer Outreach Worker programs, and produces annual evaluations in support of programmatic improvement.
- Meets with potential funders, researches, and writes for grant opportunities that support program expansion and the development of new programs.
- Develops and recruits for internship opportunities that enhance current programs or broaden programmatic scope.
- Develops in-depth knowledge of the scope of properties, organizational structures, business relations, residential atmosphere, and social service needs represented in the downtown geography.
- Introduces Portland Downtown's services to all downtown constituents, and welcomes new businesses and property owners to downtown through in-person outreach.
- Provides exceptional level of customer service to property and business owners through in-person visitation and written correspondence, as requested and necessary to elevate the mission of the organization.
- Performs regular district inspections to assess cleanliness and safety/accessibility quality, opportunities for infrastructure improvement, and new development activity.

- Provides oversight of the Downtown Police Cadet Program, and collaborates with the City's Police Department on employment outreach, retention, and daily support of the cadets.
- Serves as the staff lead to the Downtown Experience Committee and co-lead of the Downtown Business Committee
- Advocates for programmatic improvements as determined by data-informed outcomes of organizational and partner programming.
- Supports the Executive Director in other matters as requested.
- Represents Portland Downtown professionally as needed.
- Aids in staffing other committees and taskforces
- Other duties as assigned

Work is complex and requires a broad understanding of Portland Downtown's mission, goals, and strategic plan. Decision-making includes independent internal communications in support of the Executive Director and Board of Directors, along with outside communications to members, city staff and committees, and affiliated organizations. Problem-solving includes working with members and the community-at-large in addressing issues that affect Portland Downtown's goals and objectives, but also staying informed of city initiatives and being involved in processes that influence the quality of life in downtown Portland. In the most complex situations, decisions are elevated to the Executive Director.

Education/Experience

- Bachelor's degree or equivalent
- Three to five years of program-related experience
- Strong verbal and written communication skills required; Experience presenting to a general audience preferred
- Proficiency in Microsoft Office software, including Outlook, Word, Excel, and PowerPoint required; Additional database software skills desired
- Organizational and time management skills required, as well as the ability to multitask and shift priorities on a short notice
- Proven interpersonal skills working in a team environment
- Ability to interact with executive management, municipal staff, elected officials, community leaders, and business-owners, residents, and visitors to downtown
- Ability to accurately research, compile, analyze, and report on complex data. This includes the use of Excel, GoogleSheets, and/or other similar software

Physical Requirements

This job will include spending time inside and outside of the office in downtown Portland, with occasional local and regional travel. Physical requirements include standing, sitting, bending, and walking outside in all types of weather. Lifting up to 20 pounds is required. Tools or equipment used to perform the position are but are not limited to, personal computer, printer, telephone, calculator, copy machines, computer software, books/manuals, and other relevant equipment.

Salary and Expectations

\$45,000-50,000

The Downtown Community Outreach & Engagement Manager is expected to work 40 hours per week, and the hours are flexible. The majority of work will take place during Portland Downtown's office hours, but some nights and weekends are to be expected. Assistance with special events occurring outside of business hours may also be required on occasion.

Participation in internal committee meetings, task force meetings, City Council meetings and engagement with external organizations is the responsibility of the Downtown Community Outreach & Engagement Manager and has the potential to occur outside of the typical workday.

Portland Downtown is a place-based organization. The work of PD requires a physical presence in the downtown district. However, allowances for remote work will be made after a probationary period and on a project or case basis.

The Downtown Community Outreach & Engagement Manager is expected to act professionally when representing the organization at all work-related engagements.

About Portland Downtown

Portland Downtown is a nonprofit 501c4 Downtown Improvement District. Its mission is to stimulate a thriving, vibrant and sustainable downtown community. The organization is funded through a tax assessment paid by property owners within the downtown district. For more information about Portland Downtown's programs, services, and events, visit portlandmaine.com.

How to Apply

Send resume and cover letter to jobs@portlandmaine.com