



Job Description: Program Manager, District Services

Position

Program Manager, District Services

Status

Full-time, Non-Exempt

Overview

The SODO Business Improvement Area (BIA), a nonprofit organization advocating for a safe, clean, connected, and engaged SODO, seeks an energetic and detail-oriented individual to join the organization as the Program Manager for our District Services program. This is an important role for a growing organization to implement and oversee programs to improve the SODO Business District. We seek candidates who are pragmatic and collaborative, with strong customer service and relationship management skills. The Program Manager will assist in the oversight and coordination of cleaning and safety programs in the area. This includes the oversight of contracts, customer service and relationship management in the district, and the planning of community safety and cleaning events.

Duties & Responsibilities

- Assist and report to the Deputy Director in the management of the SODO BIA Clean & Safe programs and projects
- Establish and maintain relationships with business and property owners in the SODO area to provide customer service related to cleaning and safety, access to resources, and information about the district and the organization
- Proactively identify issues within the district and coordinate resources to address the problems.
- Coordinate and develop a variety of crime prevention, safety, and community relations events; assist with other events that promote the broader goals of the organization and engage the community
- Prepare and distribute information and communications on cleaning and safety to the neighborhood.
- Update and maintain a database of SODO BIA ratepayers for the development of relationships and tracking key indicators of cleaning and safety “success” in the district
- Special projects and other commensurate duties as assigned

Qualifications

- Flexibility and a can-do attitude are important. As a small organization, all employees contribute to the overall success of the organization by “pitching in” where needed
- Willingness and desire to engage with diverse individuals and groups including, SODO business and property owners, local law enforcement agencies, city departments, program contractors, homeless populations, and social service organizations
- Competency with Microsoft Office, Constituent Relationship Management technology, and mainstream social media platforms, (Facebook, Twitter, Instagram)
- Strong verbal and written communication skills
- Attention to detail, prioritization of tasks, time management, and organizational skills
- Excellent interpersonal, teamwork, and diplomacy skills
- Self-motivated, energetic learner with a good sense of humor, able to take both directions and initiative
- Bachelor’s degree or equivalent experience desired; Master’s degree preferred

- Familiarity with CPTED principles, or willingness to attend training within the first 6 months of employment
- Comfortable working outdoors in various conditions, walking for extended periods of time, as well as working indoors at a desk; Ability to lift 40 lbs
- Must have a valid driver's license and good driving record to be insurable on the company vehicle
- Hours are generally 9:00 AM – 5:00 PM, though flexibility to attend meetings, events and oversee projects during the evening and/or weekends may be required

Compensation

Salary is \$65,000 - \$75,000 commensurate with experience plus benefits.

Benefits:

- Medical, Dental, Vision, and Life Insurance
- 401(k) Retirement
- Vacation
- Parental Leave
- Pet Friendly
- Work/life balance/integration
- Networking
- Relocation Assistance Grant

To Apply

Please send your resume and cover letter to erin@sodoseattle.org

Final review of applications will be on May 20th, 2022.

The SODO BIA is an Equal Opportunity Employer