



Position: Public Space Manager

Reports To: Director of Operations and Public Spaces

Downtown Santa Monica, Inc. (DTSM) is a 501(c)3 non-profit organization that works with the City of Santa Monica to promote economic stability, growth and community life within Downtown Santa Monica through responsible planning, development, management and coordination of programs, projects and services designed to benefit the community as a whole, which includes downtown businesses , property owners, residents and visitors.

Job Description: The Public Space Manager is an advocate for high quality maintenance and the best use of public spaces in Downtown Santa Monica; manages the work of enhanced maintenance and hospitality vendors operating in the public realm; monitors preparation of, communicates feedback on, and assists in the implementation of projects, plans and programs impacting public spaces; gathers and analyzes data related to use of public space, including pedestrian interactions and enhanced maintenance services; and formulates recommendations to executive management and the Board of Directors.

Primary Responsibilities:

- Manage services of enhanced maintenance vendors, janitorial vendors and hospitality/safety ambassador programs. This includes pressure washing, tree maintenance, tree lighting, landscaping, infrastructure work, social services and hospitality services.
- Ability to offer proactive and creative solutions to district issues.
- Ensure timely resolution of work orders and other requests related to public spaces
- Facilitate partnerships between local government, community organizations, and private investors to encourage high quality public spaces
- Assess neighborhood infrastructure, producing plans for maintenance of existing infrastructure.

- Provide project management for operational tasks in the district.
- Monitor implementation of key public realm programs, including street performer regulations
- In partnership with the special events manager, coordinate and implement programs and events designed to activate public spaces
- Oversee operations procedures for DTSM's vending program
- Collaborate with public safety departments to ensure the safety of public spaces
- Collaborate with social service agencies on homeless services provided in public spaces
- Gather and analyze data related to use of public space, including vendor performance statistics, compiling and presenting reports as needed
- Manage operational budgets for contracted services.
- Cultivate and maintain professional relationships with a variety of external contacts, including city staff, community organizations, stakeholders, and vendors
- Provide excellent customer service to residents, merchants, tenants, visitors and property owners
- Attend board and committee meetings, including occasional evening hours
- Complete special projects and other duties as assigned

Experience: Ideal candidates will have completed a Bachelor's degree and at least 3 years of comparable work experience. Degrees in public administration, business administration, urban planning and other related fields are preferred.

Qualifications: Ideal candidates will be able to demonstrate some or all of the following knowledge, skills, and abilities.

- Maintenance and/or Hospitality experience in a supervisory or management role is a plus.
- Ability and desire to work with a team in a fast and innovative environment.
- Demonstrated ability to build and maintain relationships with a wide array of people from diverse background
- Basic knowledge and understanding of Business Improvement Districts and/or Community Benefit Districts is a plus.
- Ability to analyze statistical metrics and present clear ideas and information verbally and in writing

Compensation: Salary range of \$65,000 to \$70,000 per year. Excellent health and benefits package.

Commitment to Diversity: Downtown Santa Monica, Inc. is an Equal Opportunity employer, and does not discriminate on the basis of race, color, national origin, ancestry, religion, gender, sexual orientation, age, physical disability, mental disability, marital status, veteran status, genetic information, or any other characteristic which may be specified by law or agency policy.

Abilities & Working Conditions: While performing the duties of this job, the employee frequently sits, stands, and uses a telephone, office equipment, and personal computer with a monitor/screen for extended periods of time. Candidates must be physically and mentally capable of performing assigned duties, including occasionally stooping, balancing, or kneeling, and using arms, legs, and back to reach for, lift, and/or move objects up to 25 pounds.

To Apply: Please submit resume to Rich Mongarro, Director of Operations and Public Spaces at rich@downtownsm.com