

SEEKING QUALIFIED CANDIDATES

POSITION: *Manager of Community Engagement*
SALARY RANGE: \$50-60,000 (exempt, salaried position), effective immediately, plus potential annual bonus
REPORT TO: Lisa Middag, Director of Public Space Engagement
DEADLINE: Ongoing; interviews will begin in January 2023 until the position is filled

THIS POSITION COULD BE FOR YOU IF...

- *You love the people and energy of downtown Minneapolis and want to make a real difference in how others experience it.*
- *You enjoy organizing events and activities for an incredibly diverse range of people of all ages, from all walks of life.*
- *You want to be an integral part of managing a community space downtown that serves this population.*
- *You value making connections with partners and finding opportunities to collaborate.*
- *You like to work with volunteers and value their contributions to community.*
- *You believe in the value of people connecting across difference to share downtown experiences.*
- *You are willing to engage authentically in organizational efforts to create a more inclusive and equitable downtown.*
- *You are interested in supporting downtown's recovery.*
- *You want to work with an organization that believes in boldly trying things and adjusting based on what we learn.*

POSITION SUMMARY

Responsible for managing the creation and implementation of DID services with the goal of engaging and serving the downtown community. This work is primarily centered at the DID Nicollet Community Space, a public engagement space that is open year-round (precise hours and days vary by season). This position manages all opportunities for public interface out of that location but will also expand activities beyond this location when applicable, including:

- Manage the Break Box program (a hosted, mobile games/engagement tool kit available to downtown business, residential and other downtown communities).
- Manage Street Show (our award-winning, professionally curated street performance program).
- Manage Tuesdays at the DID events, with primary responsibility for planning and executing First Tuesday Socials and 4th Tuesday Wellness events, as well as coordinating and partnering with colleagues who are leading the 2nd and 3rd Tuesday efforts.
- Create (from the ground up) a robust downtown volunteer program for the organization.
- Collaborate with the DID Social Impact Manager and Livability Team and the University of St. Thomas Morrison College of Nursing to develop a student nursing public health program providing service to the downtown community.
- Manage all Nicollet Community Space public amenities, including phone charging, water, restroom, games, and other activities as appropriate and desired.

- Develop in consultation with leadership Nicollet Community Space policies that support an environment that serves the broadest audience possible at the Nicollet Community Space.
- Balance the needs of a wide variety of public users for the benefit of all.
- Work with our partners at Dougherty Family College (UST) and the FAIR School for the Arts to hire, train and provide oversight for 1-2 seasonal interns during spring/summer/fall months of operations.
- Determine needed supplies, equipment, and general layout for the Nicollet Community Space, including any possible future space expansion.
- Ensure Nicollet Community Space events and activities are properly communicated internally to our operations and communications/marketing teams, including preparing content and collecting and sharing information for promoting activities.
- Manage activation efforts both inside and outside (adjacent to) the Nicollet Community Space.
- Ensure the Nicollet Community Space is available, staffed and supportive of other large-scale organizational events hosted downtown, including the Downtown Street Art Festival (August 13-14, 2023) and other civic events.
- Provide oversight and accountability of budget allocated to this work by COO.

QUALIFICATIONS

- Advanced expertise in interacting inclusively with diverse populations and communities.
- Familiarity with de-escalation and harm reduction strategies desired (training will be provided).
- Minimum two-year college degree or comparable experience in a related field (i.e., community engagement, hospitality, community health, social work, retail, sociology, cultural studies, anthropology, liberal arts, media, etc.)
- Ability to safely move, lift and assemble up to 50 lbs. of gear, signage, recreational and other equipment.

CORE COMPETENCIES

- Superb customer service, human relations, and interpersonal skills.
- A strong understanding and practice of organizational diversity and inclusion efforts.
- Ability to genuinely contribute to team efforts and respond respectfully to leadership guidance.
- Strong time and task management and project management skills.
- Effective written and oral communication skills.
- Professional level competency in MS Office, SharePoint, Teams, scheduling programs, etc.

ORGANIZATIONAL MISSION

The DID is a business funded non-profit that leads and collaborates to make downtown safer, cleaner and greener. The mission of DID is to preserve and enhance a vital and attractive downtown Minneapolis for the people who invest in, work, shop, visit and live here. Our flagship operational program is the Downtown Ambassador program—those people who wear the dark blue and tennis ball yellow uniforms and provide outstanding customer service on the streets of

downtown. We convene people across sectors and jurisdictions to work on downtown issues, develop innovative solutions to complex public space challenges.

EOE/NON-DISCRIMINATION

DID and mdc are equal employment opportunity employers and do not discriminate against employees or job applicants on the basis of race, religion, color, sex, age, national origin, disability, sexual orientation, marital, family, veteran status or any other status or condition protected by applicable state or federal laws. The DID and mdc are committed to recruiting and hiring qualified individuals without regard to protected status and encourage minorities, women, individuals with disabilities and veterans to apply for open positions.

EMPLOYER OF RECORD

DID's administrative services (offices spaces, systems, staff, etc.) are provided to DID via a services agreement with the mpls downtown council (the "mdc"). This position will be an employee of the mdc serving to implement the DID. The mdc shares the same primary mission for downtown Minneapolis.

TO APPLY

Please send a letter of interest and your CV/resume to <mailto:hr@mplsdowntown.com>.