



## Services Manager

### THE OPPORTUNITY

The Union Square Alliance is playing a central role in the recovery and resurgence of Union Square and all of downtown San Francisco. We are now implementing our recently adopted Strategic Plan for Union Square which envisions a bustling, complete downtown neighborhood with shoppers, visitors, workers, and residents. This is an excellent opportunity for someone to get involved in helping manage the Alliance's core Clean and Safe services for the 27-square block Union Square District.

### THE ORGANIZATION

The Union Square Business Improvement District DBA The Union Square Alliance (Alliance) is a 501(c)(4) non-profit organization that serves members and creates a high-quality visitor experience by managing and activating public spaces, attracting new investment, and advocating for the Alliance's future success. Funding for the Alliance comes from property tax assessments (\$6.6mil/year) over a 27-block area around Union Square in San Francisco as well as donations, sponsorships, and grants. The Alliance's objectives are to improve safety and security in the district; increase its cleanliness; enhance the visitor experience and the beauty of the area; define and brand the neighborhood; activate our public spaces; promote the district and the businesses located within it; provide a welcoming environment for visitors; help people effectively navigate the district; increase the economic viability of the area; and create an ideal place to live, work, and visit through maintenance and public safety measures, marketing, advocacy, streetscape improvements and public realm initiatives.

The organization has been in existence since 1999 but was renewed and expanded by vote of the property owners located within the district and the City and County of San Francisco's Board of Supervisors in July 2019 for a new 10-year term. The Alliance recently hired a new CEO (October 2021) and COO (January 2023) and completed a strategic planning process in November 2022. This position will participate actively in the execution of the plan.

Working together with the City of San Francisco (City), the Alliance is committed to ensuring Union Square remains a world-class destination as well as a safe and vibrant community for those who live and work here. You can find out more about the organization at <http://www.visitunionsquaresf.com>

### POSITION DESCRIPTION

This position assists the Director of Services with oversight of the clean and safe services (as provided by contractors) of the Alliance. The Services Manager will



assume primary responsibility, reporting to the Director of Services, for tracking, data collection and communications with the Alliance's various contractors, as well as the Alliance's Board of Directors and committees which help oversee our work. The Services Manager will ensure the maintenance of the organization's Salesforce database, ensure our services partners are delivering on the requirements as contracted and assist with the operations of the security camera program providing maintenance and upkeep. This full-time exempt position reports to the Director of Services (DoS). The Services Manager will work 8:00 am – 4:30 pm Tuesday – Saturday, but additional hours (including overtime) will be required on certain off days and nights. This schedule can be adjusted as needed.

### **PRIMARY RESPONSIBILITIES**

The primary responsibilities of the Services Manager are outlined below.

District360 (Salesforce): The Services Manager will manage the administration and maintenance of the organization's Salesforce database and will supervise the data entry. The Services Manager will oversee the capturing of data (input by the clean and safe team) and requests for service and reporting of data on the monthly operations reports and Annual and Mid-Year reports. Service Manager will report issues related to the Salesforce database to the Senior Project Coordinator. Documentation of all information related to request for services per parcels throughout the district is required. All Alliance staff are required to use Salesforce/D360 as our primary contact management database.

Services Providers: The Services Manager will assist the DoS with the supervision and ongoing evaluation of the Alliance's services partners and will help ensure the services partners are delivering on the requirements as outlined in the Alliance's Management Plan and per the contract between Alliance and Service Providers. This may include evaluations of services, membership surveys, third party independent evaluations, staff audits, and the capturing of data and reporting (see District360 below). The Services Manager will be responsible for ensuring monthly invoices are billed correctly and reviewing and editing monthly Clean and Safe Operations report.

Alliance Services and Public Safety Committees: The Services Manager will develop agendas, take minutes, create reports for the Board of Directors and manage the regular and special meetings of the Services and Public Safety Committee along with the Retail Theft Prevention Sub-Committee and any future sub-committee or working groups. The Services Manager will manage scheduling, locations, and agenda development for these meetings.

Big Belly: The Services Manager will assist the Director of Services with the management the Big Belly garbage can program (37 units) throughout Union Square. This will include ensuring maintenance concerns are addressed and all Big Belly



units are operational. The Services Manager will contact BigBelly support and Block by Block for repairs and will generate work orders and approve quotes as needed to ensure units remain operational.

Security Camera Program: The Services Manager will assist the Director of Services with managing the security camera vendor (Applied Video Solutions) to ensure all cameras are fully functioning. The Services manager will reach out to both security camera vendor and ISP to troubleshoot when cameras are not functioning or servers are down. In addition, the Services manager will report internet outages at server sites and submit/follow up on credit requests. Services Manager will assist the DoS with approving quotes for site visits to ensure timely turnaround. The Services Manager will partner with the service provider (Block by Block) to develop a cleaning and maintenance schedule for every Alliance camera and monitor their execution of the cleaning.

The Services Manager will also update and maintain the US Alliance Surveillance Map as new locations are added to the network. Per the Video Surveillance System Usage Policy & Procedures, the Services Manager will conduct a semi-annual review, with the Director of Services and the US Alliance contractor (AVS), of all video monitoring activities over a six month prior to commencement of the audit. The activities to be reviewed will include compliance with the video retention policy, compliance with video request protocol and documentation, and review of authorized uses of all video/still images exported (including date/time of export and username)

Member Services Department Management: While the Director of Services will maintain responsibility for over management of the department, the Services Manager will provide backup and assistance on these functions as needed.

Other: Other tasks and projects may be assigned to the Services Manager at the discretion of the Executive Director, Deputy Director, or Director of Services.

#### **REQUIREMENTS/QUALIFICATIONS**

Candidates considering applying for this position should have some of the following qualifications:

- Experience with accounting and contract compliance
- Associate degree from accredited college or bachelor's degree required.
- Experience in dispatching, video surveillance, office administration, executive support, and/or business experience.
- Experience with public space management.
- Experience with security camera networks and video technology
- Experience working with City of San Francisco Departments



- Experience with Business Improvement Districts or Community Benefit Districts a big plus.
- Ability to manage a variety of tasks including, administration, database management, dispatching, and general office maintenance.
- Experience with databases and Salesforce (District360).
- Advanced skills in the Microsoft Office Suite required (Word, Excel, Power Point and Outlook).
- Excellent interpersonal skills with the ability to communicate effectively with the public, board members, community and staff.
- Excellent written communication skills and organizational skills and the ability to juggle multiple tasks and priorities
- Professional demeanor while maintaining a calm and inviting atmosphere in office.
- Experience working with the City of San Francisco and/or Non-Profit Organizations a plus.
- Applicants must be eligible to work in the United States.

#### **COMPENSATION & BENEFITS**

The compensation range for this full-time regular position is \$75,000 - \$85,000 dependent on experience and qualifications. The Alliance offers a benefit package that includes health, dental and vision insurance (100% employer paid for employee), vacation, sick, and holiday paid time off, and an employer-sponsored commuter benefit up to \$150/month. In addition, the Alliance has a 401K plan and has an employee professional development allowance of up to \$2,000/year.

#### **TO APPLY**

To apply for this position, please email a cover letter and resume to [hire@unionsquarebid.com](mailto:hire@unionsquarebid.com)

*The Union Square Alliance is an Equal Opportunity Employer.*

*Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.*