

San Jose Downtown Association
28 N. First Street, Suite 1000
San Jose, CA 95113

sjdowntown.com
408.279.1775



Position Title: **Chief Operating Officer (COO), San Jose Downtown Association**

The San Jose Downtown Association (SJDA) is seeking a versatile and dynamic COO to oversee the organization's operations and administrative functions. This role will provide strategic and hands-on leadership, ensuring efficient coordination between in-house teams and outsourced departments, including HR and Finance.

About us:

The San Jose Downtown Association (SJDA) is a dynamic organization dedicated to revitalizing and enhancing the heart of San Jose. We are passionate about making downtown a vibrant, welcoming, and thriving destination for businesses, residents, and visitors. Our work has a tangible impact on the community – from creating lively public spaces to supporting exciting events that bring people together. At SJDA, we believe in fostering a collaborative and creative environment where innovation meets fun, and where every team member's contributions make a difference. Join us in shaping the future of downtown San Jose!

Key Responsibilities:

Operational Management:

- Oversee daily operations to ensure smooth and efficient functioning
- Implement and optimize business strategies to support organizational goals
- Supervise and coordinate in-house departments including marketing/communications, community outreach, place management and clean, safe & beautification related staff and office management

Administrative Oversight:

- Provide strategic oversight of outsourced HR and Finance departments
- Ensure that outsourced providers meet organizational standards and compliance requirements
- Monitor and evaluate the performance of external HR and Finance services, addressing any issues that arise

Strategic Planning:

- Collaborate with the CEO to develop and implement long-term strategic plan and budgets
- Drive initiatives to enhance operational efficiency and organizational growth
- Seek out new opportunities for the organization to scale
- Foster interdepartmental collaboration to achieve holistic organizational objectives
- Support CEO with service contract negotiations

Vendor Management:

- Serve as the primary point of contact for outsourced HR and Finance vendors
- Negotiate contracts and manage relationships with external service providers, including insurance
- Ensure cost-effective and high-quality service delivery from outsourced vendors.

Qualifications:

- Proven experience in a senior operations or administrative role, preferably within a non-profit or similar organizational context
- Strong leadership and strategic planning skills
- Excellent communication and interpersonal skills
- Ability to oversee and manage relationships with outsourced service providers
- Understanding of HR and financial management, with the ability to supervise external departments effectively.

Skills and Qualities:

- Leadership: Demonstrated ability to lead and inspire teams
- Versatility: Capable of managing both operational and administrative tasks
- Strategic Vision: Ability to think strategically and implement long-term plans
- Operational Efficiency: Focused on improving processes and efficiency
- Vendor Management: Experience in managing and evaluating outsourced services
- Communication: Strong communication skills to coordinate with internal teams and external vendors

Compensation/Benefits:

- Salary range between \$120k and \$150k dependent on experience and qualifications
- Full suite of benefits, including 100% paid health insurance, PTO, and matching 401K

Please send resume and letter of interest to hr@sjdowntown.com – position open until filled