



Downtown Development Authority
David Street Station - Job Description

Job Title: Operations Manager

Status: Full-time permanent

Salary: DOE

Reports to: Executive Director of Downtown Development Authority

OVERVIEW

The Operations Manager serves as the day to day manager and the principal spokesperson for the David Street Station. The Operations Manager provides leadership, vision and direction for the organization. The Operations Manager is responsible for the overall day-to-day operations, such as programs, services, maintenance, financial reporting, human resources and facility use of the Plaza. The Operations Manager will be entrepreneurial in pursuit of diverse revenue and funding sources. They must have a passion for and be committed to the well-being of the community. The Operations Manager reports to the Executive Director of Downtown Development Authority and is supported by the David Street Station Committee.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Provide leadership, vision and direction for the Plaza's achievement of its strategic plan.
- Develops, plans, implements and administers the Plaza's strategic plan, goals and budget.
- Responsible for day-to-day operations and maintenance of the Plaza.
- Oversees the financial business of the Plaza; develops and monitors annual budget to enhance revenue/control expenditures to properly administer budget; process and monitor accounts receivable, accounts payable and day-to-day bookkeeping.
- Oversee the booking of events for the Plaza; negotiate and maintain compliance with all contracts
- Markets the facility for community wide events; may require involvement with other local/state organizations.
- Recruits, hires, manages and empowers a strong staff; develops and implements appropriate human resource policies and procedures, including training, career development, hiring and termination and performance management for all staff.
- Builds partnerships and relationships with donors, maintaining and nurturing current sources of funding and developing new sources of funding; writing of public and private grant proposals in compliance with established deadlines; collection and maintenance of all data required for fulfilling the reporting requirements for such grants; corporate and community fundraising and development.
- Build partnerships and relationships with elected and appointed officials of the city, business and community leaders and other non-profit organizations
- Act as the principal public spokesperson; handle public relations, use social media tools for the branding and publicizing of the Plaza; manage the website; develop and maintain positive relations with the media outlets; write press releases.
- Coordinate the scheduling and conducting of committee and staff meetings including but not limited to; preparation of agendas, staff reports on all agenda items, public notices, and minutes;

Reviews all incoming correspondence to the organization and prepares responses, as well as other required correspondence of the organization.

- Coordinates the organization, staffing and operational activities for event scheduling and production, talent for negotiation, budget preparation and administration, and solicit event sponsorships and efforts to fully utilize the facility.
- Development, production and delivering of projects /events from proposal to delivery then completion including booking entertainment, equipment and supplies, researching contacts and suppliers, negotiating event contracts, vendor contracts and supplier agreements, publicizing events and hiring/supervising contractors (e.g. caterers, vendors, security, etc.); leveraging each events to its fullest potential
- Delivering events on time, within budget and meeting/exceeding organizational expectations
- Ensure excellent customer service and quality delivery
- Ensuring insurance, legal, health and safety obligations are met
- Researching markets to identify opportunities for events
- Overseeing the dismantling and removal of the event and clearing the Plaza efficiently
- Post-event evaluation/debriefing
- Propose ideas to improve services and event quality
- Proactively handle any arising issues and trouble shoot any emerging problems on event day
- Specify staff requirements and coordinate their activities
- Oversee design of printed communications such as brochures, flyers, etc.
- Update website, daily social media activities, create newsletters, media, etc.
- Oversee the data entry process of event-related information into the organizations database
- Manage organization's event calendar
- Perform such other duties necessary for the successful operation of the Plaza that may be requested/assigned by the Executive Director.

MINIMUM QUALIFICATIONS

- Significant and proven leadership skills
- Strong and proven interpersonal, written, and oral communication skills
- Strong and proven analytical and problem solving skills
- Strong and proven collaboration, facilitation and mediation skills
- Proven experience in fundraising and grant development
- Demonstrated experience in developing and presenting budgets and financial statements and reports
- Business and organizational skills; Well organized and self-motivated
- Demonstrated experience in managing staff
- Detail oriented with an ability to multitask and meet overlapping deadlines
- Demonstrated ability with public speaking and engagement with media, public and government officials
- Proven computer skills and working knowledge of communications technology
- Degree in Marketing, Communication, Hospitality, Business Administration, Public Administration, Public Relations or another closely related field
- 2-3 years event planning experience
- Demonstrated ability to work effectively with various leaders, sponsors, donors and volunteers