



## Field Operations Manager

### Job Posting

#### Overview

The Downtown Everett Association (DEA) is a nonprofit working to advance Downtown Everett as a prime business, cultural, entertainment, dining, retail, and residential destination. DEA's activities include improving the environment for business activity; assisting with street and park improvements; supporting and promoting cultural and historical assets; producing engaging community events and programs; and advocating on behalf of the downtown community.

#### Position Summary

The Downtown Improvement District (DID) is a key economic tool encompassing a 39-block community within greater downtown Everett. Under the guidance of the Executive Director, the Field Operations Manager advocates for high-quality maintenance and optimal presentation of public spaces in the DID. This role involves overseeing the work of two maintenance teams within the Business Improvement Area and Everpark Garage, each team consisting of 2-6 crew members. The manager monitors projects and programs affecting public spaces, gathers and analyzes data on the use of these spaces—including pedestrian interactions and enhanced maintenance services—and makes recommendations to the Executive Director and Ratepayer Advisory Council.

#### Primary Duties and Responsibilities

- Manage the DID Clean Team and Everpark Garage staff, facility, and operations. Track requests for service, direct staff teams to the necessary areas in a timely manner, and review delays in service delivery for timely resolution.
- Regularly utilize software applications including Microsoft Word, Excel, Outlook and Teams. Learn and apply specialized software: HCMTToGo for timeclock management, Fulcrum for public space management, and parking automation and revenue control software (training provided).
- Interact with business owners, property owners, law enforcement, public works, private security, volunteers, and other people, some of whom may be living unsheltered and outside.
- Assess existing infrastructure, produce plans for maintenance issues, and identify needed improvements including software adoption or expansion.
- Learn and apply knowledge of city zoning codes and ordinances to troubleshoot and find solutions to challenges and non-compliance issues.
- Develop, implement, and manage budgets for areas of responsibility.
- Provide team support as necessary, including resolving software use problems, scheduling group meetings, maintaining calendars, research, and creating reports.
- Provide project management for public space enhancement and operational tasks, including vendor, scheduling, and inventory management. Public space enhancement programs include the flower program, holiday décor, street pole banners, pet waste stations, pedestrian wayfinding signs, graffiti removal, daily trash and recycling pick up, and more.
- Provide excellent customer service to merchants, tenants, visitors, property and business owners.
- Serve as a liaison to external groups including City of Everett Public Works, Police, Parks & Community Services, Snohomish County Facilities, Human Services, Angel of the



- Winds Arena, event organizers, and other government and public partner organizations.
- Problem-solve proactively and complete other duties as assigned.
  - Ensure compliance with Washington State Department of Labor & Industries (L&I) requirements and stay current with any changes or updates.

### **Attributes We Value**

- Thorough, and organized with excellent follow-up habits.
- A “can do” attitude.
- Ability to communicate effectively with others.
- Ability to proactively complete tasks and problem solve independently or with teammates.
- A solid sense of direction and ability to accurately read a map.
- Comfortable working outdoors in various conditions, walking for extended periods of time, and working indoors at a desk.
- Exhibits a sense of urgency.
- Leadership by example.

### **Qualifications**

- Valid WA State driver license.
- Ability to work independently, manage multiple projects, and meet deadlines.
- Excellent communication skills and ability to work with all levels of management.
- Ability to manage, motivate, and inspire others to produce successful results.
- Minimum of 3 years supervisory experience.
- BA or BS degree in related field preferred.

### **Location and Schedule**

The Field Operations Manager is a full-time, non-exempt position based in the Downtown Everett Association’s field office. Typical work schedule is Monday through Friday, however seasonal events and projects will require occasional evening or weekend work.

### **Compensation**

Annual compensation is \$62,000 - 67,000. In addition to compensation, benefits include health/vision/dental insurance including EAP; employer matching retirement savings plan; paid vacation, holidays, and sick time, and opportunities for advancement.

**To apply:** Submit a **resume and brief cover letter** outlining why you are the best candidate to [jobs@downtowneverettwa.org](mailto:jobs@downtowneverettwa.org). Please include “Field Operations Manager” in the subject line. This posting will close August 12, 2024. The anticipated start is early September 2024.