

Title: Operations and Outreach Manager
Department: Mobility
Reports To: Vice President of Mobility
FLSA Status: Salaried / Exempt
Start Date: Fall 2018

Position Summary

The Operations and Outreach Manager is a multi-faceted position responsible for the coordination of the Pittsburgh Downtown Partnership's mobility, transportation, communication, and public realm related projects. The PDP works with a collection of stakeholders to make Downtown a welcoming and enjoyable place for all and this role will support project and stakeholder management in service to this goal.

The Operations and Outreach Manager is a full-time position reporting to the Vice President of Mobility who will work closely with all PDP staff to carry out projects that support the goals and programs of the organization, with a focus on Envision Downtown, Paris to Pittsburgh, and the Transportation Management Association.

Essential Duties and Responsibilities:

Project Management & Deployment

- Research best practices to inform, design, develop and execute assigned projects
- Maintain and update comprehensive work plans and time lines for each assigned projects
- Support the coordination of necessary resources for the successful execution of projects including contractors, partners, and volunteers
- Attend meetings and conference calls to record minutes and coordinate action items and next steps with relevant stakeholders

Stakeholder Outreach & Coordination

- Serve as a primary contact to local businesses, property managers, and public agencies for all things happening in the public right of way (sidewalks and streets)
- Manage and maintain internal database of property, business, and stakeholder contact information
- Advise and inform property owners and businesses with non-compliance issues, including signage, outdoor dining, use of public right-of-way, and other management needs

Data Collection & Content Development

- Organize and track Downtown relevant mobility, transportation, and public realm related activities and data
- Support content development for presentations, grant reports, meetings, website, social media, newsletters, and other platforms as assigned
- Identify opportunities for additional research to support organizational goals and objectives

Placemaking & Public Realm

- Coordinate the implementation of the Paris to Pittsburgh Sidewalk Activation and Façade Renovation matching grant program
- Monitor public spaces in Downtown, paying close attention to Market Square, to report on the current status and condition of public realm amenities
- Organize surveys and data collection efforts to understand community and stakeholder priorities for public realm enhancements

Additional duties may arise as determined by the Vice President of Mobility, Vice President of Transportation, and/or President/CEO. Success in this position will require a genuine desire to be part of a dynamic organization always poised and ready for change. Excellent communication with all levels is essential. The PDP is a collaborative team environment and staff members will work evenings and weekends on occasion to support strategic efforts and events of the entire organization. Working at the PDP provides opportunities to be exposed to exciting events, projects, and developments that make a difference in Downtown Pittsburgh and throughout the region.

Requirements & Desired Characteristics

- Bachelor's degree required; advanced degree in Transportation, Public Administration, Urban Planning, or related field a plus
- Showcase an understanding of civic engagement, mobility & transportation, economic development, urban place management, and the functions and mission of the PDP
- Expert working knowledge of MS Word, Excel, PowerPoint and familiarity with data management and visualization tools such as Tableau, GIS, CRM systems, and others
- Expert knowledge of public/private federal, state, and local information sources and resourceful information gathering ability
- Utilize sound project management skills including accuracy, analysis, budgeting, multi-tasking, follow-up and follow-through, attention to detail, and a focus on key deliverables to effectively plan and manage projects and programs of the PDP
- Demonstrate effective communication skills through public presentation abilities, public speaking experience, and technology skills to create and deliver engaging communications and presentations to stakeholders
- Ability to establish strong working relationships with diverse groups of people and a willingness to work within constantly changing priorities in a dynamic workplace with versatility and flexibility
- Ability to develop creative solutions for a wide variety of activities in a timely and professional manner whether from start to finish or by jumping in mid-process
- Ability to work under pressure with an aggressive and enthusiastic approach to problem solving, goal achievement, and a commitment to excellence
- Demonstrated passion for Downtown Pittsburgh and to bettering a place where all are welcome
- Local travel and evening hours may be required
- Must be able to lift 35lbs

Compensation & Benefits

\$43,000 - \$47,000 annually, commensurate with experience. The PDP offers a comprehensive benefits package including health insurance, Flexible Spending Accounts, 401k, life insurance, short and long-term disability, an on-site work-out and shower facility, and a Healthy Ride membership.

About the Organization:

Downtown Pittsburgh is essential to the region—the metropolitan heartbeat where business, culture, and entertainment intersect. Formed by Downtown businesses, professionals, civic organizations, foundations, and residents, the PDP develops and implements innovative programs and initiatives to enhance the Downtown neighborhood. We also promote and market this great urban center to millions of people as the region's premier destination to do business, to call home, or to visit for the best in shopping, dining, and entertainment. The PDP also stands as staunch advocates for all those who make Downtown part of their lives—from businesses to workers to residents.

Inquiries

Please send resume, cover letter and salary requirements by September 7, 2018 to resumes@downtownpittsburgh.com, subject titled: Operations and Outreach Manager

The Pittsburgh Downtown Partnership is an Equal Opportunity Employer