

DOWNTOWN MANCHESTER SPECIAL SERVICES DISTRICT POSITION GUIDE

Position: Downtown Manager
Salary: \$30,000/30 hours per week
Reports to: Special Services District Board of Commissioners

NATURE OF WORK

Position coordinates and manages the operations, administration and activities of the Downtown Manchester Special Services District (SSD). Responsible for the general administration of SSD activities, programs and budgets; marketing and promotions coordination, supervising staff and operations of public parking in the SSD; contract administration and oversight for Downtown maintenance and beautification; database management; supporting the efforts of the SSD Board of Commissioners and participating in special projects developed by the SSD Commissioners

ILLUSTRATIVE EXAMPLES OF WORK

- Serve as principal point of contact and liaison between the Commissioners and the members of the SSD. Respond to inquiries, complaints, and requests for services and maintain regular contact with the property owners and tenants to monitor issues in the SSD. Responsible for encouraging communications and cooperation among District members.
- Assist in the preparation of the SSD annual budget and development of annual plan of work.
- Oversee administration of public parking lots and the rules and regulations established for such parking, including responding to inquiries and complaints, processing ticket waiver requests, and temporary parking passes, supervising the activities of enforcement officers and coordinating the sale of parking permits with the Town of Manchester Customer Service Center and the processing of parking violations revenue with the Manchester Police Dept.
- Develop proposals and bid specifications for contract services as determined by the SSD, monitor and/or supervise all contracts and payments.
- Coordinate with the Town of Manchester Finance Department, revenue collection, fund disbursement, and accounting and auditing of the SSD budget.
- Coordinate maintenance of the SSD property list with the Town of Manchester Tax Dept.
- Maintain SSD database of businesses and other program and project records as appropriate.
- Attend regular and special meetings and subcommittee meetings of the SSD Commissioners. May also be required to attend meetings of the town or state government or other groups to represent the SSD.
- Prepare written reports and make presentations to the SSD Commissioners and members and others as required.
- Evaluate programs, research new programs, and stay abreast of trends in Downtown planning and management.
- Work with Marketing and Special Events Committees to assist with projects and events as appropriate.
- Maintain the SSD website and social media in coordination with the Marketing Committee to support Downtown marketing efforts.
- Work on special projects as assigned by the SSD.

- Work cooperatively with the Town of Manchester administration, the Greater Manchester Chamber of Commerce and other organizations in carrying out activities in support of the SSD.
- Represent the SSD with municipal and state agencies in support of SSD activities and interests.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge of and experience in management and administration.
- Proficiency in using social media as a marketing and communications tool.
- Ability to express oneself effectively in both oral and written form.
- Strong problem solving abilities, interpersonal skills and diplomacy.
- Ability to manage a variety of tasks simultaneously and work on projects with committees or teams.
- Ability to develop a work program and carry out assignments in a timely manner.
- Ability to deal courteously with the public, District members, and Commissioners, and to maintain effective working relationships with District members and other agencies.
- Ability to utilize computers for data base management, budgeting and word processing.
- Ability to use computer software programs such as those in the Microsoft Office package, with knowledge of Excel and Word to create reports and documents.

MINIMUM TRAINING AND EXPERIENCE

A Bachelor's degree in Business Administration, Marketing, Communications, Public Administration or Community or Economic Development or related field and two years' experience in management or communications, community or economic development or related experience. Suitable experience may be substituted for educational attainment if deemed appropriate by the Special Services District Board of Commission or their designee.

PHYSICAL OR MENTAL EFFORT/ENVIRONMENTAL AND WORKING CONDITIONS

- Must be mobile and able to perform moderately difficult manipulative skills such as using a computer.
- Must be able to push/pull/lift objects of less than 20 pounds, and able to sit for prolonged periods.
- Must be able to see objects closely, as in reading a report.
- Must be able to hear normal sounds with some background noise, as in answering a telephone, and be able to communicate through human speech.
- Must be able to concentrate on fine detail with some interruption, attend to task for more than 60 minutes at a time, and remember multiple assignments for long periods of time.
- Must be able to understand and relate to specific ideas, usually several at a time, and to understand and relate to theories behind several related concepts.

THE ABOVE DESCRIPTION IS ILLUSTRATIVE. IT IS INTENDED AS A GUIDE AND MUST NOT BE TAKEN AS A COMPLETE ITEMIZATION OF ALL FACETS OF ANY JOB.