

## **JOB DESCRIPTION**

**TITLE:** District Maintenance Manager – Gaslamp Quarter Association

**STATEMENT:** Responsible for the day-to-day neighborhood operations of the Gaslamp Quarter. Will be responsible for canvassing the 16 and ½ block area to manage and maintain overall cleanliness and safety of the neighborhood. Monitoring and compliance of the Gaslamp Quarter merchants and reporting back the Gaslamp Quarter Association. Will report directly to Executive Director.

**CLASSIFICATION:** Full-time hourly (40 hours per week)

**SCHEDULE:** 5 days per week, flexible schedule weekend included.

**COMPENSATION:** Commensurate with experience

### **ESSENTIAL FUNCTIONS:**

- Respond to maintenance calls from businesses and property owners.
- Provide excellent customer service assistance with residents, business owners and tourists.
- Excellent communication skills and interpersonal relationship building qualities.
- Conduct daily visual merchant inspections to detect violations and work with business owner to correct infraction.
- Compile daily statistics of areas and merchant locations that are creating unsightly blight.
- Work closely with maintenance and safety ambassador from Clean and Safe.
- Report to the City of San Diego and GQA all maintenance issues utilizing the Get it Done app.
- Report to GQA all merchants who violate and the Planned District Ordinance (PDO) which outlines the rules and regulations of the Gaslamp Quarter.
- Checking and responding to security and safety issues.
- Advanced critical thinking and problem-solving skills for fixing maintenance issues.
- Keeping documents of inspections and problems with individual merchants.
- Ensure that the Gaslamp Quarter in its entirety is kept in a clean and in a hygienic condition.
- Conduct daily visual merchant inspections to detect violations and work with business owner to correct infraction.
- Respond to complaints pertaining to nuisances such as, trashcans left out passed the allotted time for pick up. A Frames signs in the public right of way. (PROW) Signage infractions.
- Investigating and carrying through with abatement procedures.
- Undertake ongoing field investigations to re-actively and pro-actively maintain compliance with City ordinances including applicable land use regulations.
- Prepare and maintain detailed electronic records and statistics related to all enforcement activities.
- Explain regulations to the public in a courteous and tactful manner.
- Read maps, site plans, and similar drawings accurately.
- Must be able to establish and maintain positive and effective working relationships and attitudes with co-workers and the public.

### **KNOWLEDGE, AND SKILLS:**

- Interest in and knowledge of non-profit organization management, hospitality and tourism industries, and Downtown San Diego's Gaslamp Quarter National Historic District
- City ordinances and codes relating to land use, public nuisances, advertising signage, and development standards and regulations.
- Applicable statutes, laws, regulations, policies, and procedures relating to all types of municipal code enforcement and compliance.
- Typical daily routine office procedures include effective filing, development and maintenance of accurate record keeping techniques, and the ability to administer large amounts of information.
- Organize, set priorities, and exercise sound independent judgment within areas of responsibility.
- Communicate clearly and effectively, both orally and in writing.
- Organizational and time management skills.
- Must be able to perform at a high level in fast-paced environment.
- Must be able to manage time efficiently and effectively.
- Handle stress effectively without it interfering with performance.
- Ability to multitask and handle multiple responsibilities.
- Proficient with MS Office Suite applications.
- Experience with QuickBooks preferred.
- Excellent written and verbal communication skills required, as well as strong organizational skills
- Strong interpersonal skills, with experience interfacing well with Board members, member businesses, sponsors, vendors, partners, and volunteers.
- Able to successfully manage and adhere to budgets and deadlines.
- Able to work in a high-pace environment on multiple projects and priority levels.
- Prior district management/coordination experience preferred but not required.

### **Required Qualifications, Skills, and Abilities**

- Bachelor's degree preferred. High School Diploma or GED
- Ability to work varied hours, including weekends and holidays.
- Outstanding customer service skills, in person and electronically
- Ability to speak, read, and write in English. Bilingual or Multilingual (preferred)
- Valid Driver's License (preferred)
- Fully vaccinated against COVID-19\*

### **Core Attributes**

- Team Player
- Flexible
- Attention to detail
- Outstanding customer service

### **PHYSICAL REQUIREMENTS:**

Be physically able to:

- Lift and carry a minimum of 25 lbs.
- Navigate multiple levels of stairs
- Work from ladders and other high-reach equipment
- Sit, see, talk, and hear
- Frequent use of hands and fingers, handle or feel, and reach with hands and arms

**POLICY:**

It is understood that.

- All employees are hired on an at-will basis
- Each person's employment is for no specific term
- The employer reserves the right to terminate the relationship at any time
- The staff of the Gaslamp Quarter Association serves at the pleasure of the membership and its Board of Directors. By their actions and efforts, the entire staff is representative of the membership and should always treat all members of the community with respect and consideration.

**TO APPLY:**

Email cover letter, resume, list of three professional references, and salary requirements to [Alma@gaslamp.org](mailto:Alma@gaslamp.org) with "Job Posting #1116" in the Subject Line (.doc or .pdf accepted). No phone calls. Deadline for submission Monday, August 15, 2022