

## **Operations Manager**

**Company:** Midtown Association (MA)

**Position:** Operations & Office Manager (Exempt)

**Supervisor:** Reports to Executive Director

**Location:** 1401 21<sup>st</sup> Street, Unit A, Midtown Sacramento, 95811

**Organization:** The Midtown Association (MA) is a non-profit organization whose mission is to make Midtown the center for culture, creativity and vibrancy in Sacramento's urban core.

**Our Culture:** The MA is a small but mighty office governed by a board of artistic, fast paced and innovative property and business owners. We attract high-performing, highly ethical employees who truly care about their community. Our team works well together because we hold ourselves accountable to strong project management and complement one another's strengths. Our office is a beautiful modern storefront with open air meeting space, natural light, room for bike storage and more than 20 restaurants/coffee shops/bars within two blocks. Our office is smart casual/business casual attire.

**Position Summary and Requirements:** The Manager supports the Executive Director, their peers, and key consultants to ensure smooth day to day operations of the organization by reviewing operations and making recommendations for enhancements of programs as needs emerge. They will manage the non-financial administrative functions of the organization, support revenue development, scope out service contracts/grants and ensure compliance with governing documents. Qualified Managers have successful supervisory experience of staff and consultants, are able to act as the staff support to committees of board members and expert community members, have experience with budget development and management, and can plan program performance to generate specific outcomes. Managers bring recommendations to the Executive Director for greater efficiency and service delivery in the organization. Managers create key partnerships in the community to ensure the success of the organization. Managers should have no less than six years professional experience in a relevant area and a bachelor's degree in a relevant area of study.

**Basic Employment Qualifications:** All candidates should have; experience with Word Processing, Excel and email programs, the ability to speak, read and clearly write in English, the ability to lift up to 40 pounds, and be able to remain on their feet outdoors for up to 10 hours per day in potentially inclement weather. Candidates should be able to operate basic database/operations software, have experience with property or community based non-profit management, and must have proven customer service and contract management experience. All candidates should anticipate pre-employment background checks, driving record checks, and drug screening. High school diploma or GED is required, bachelor's degree is preferred. Reliable personal transportation is required.

**Work Environment:** The work environment is located primarily inside and consists of completing tasks involving operations, administration, and project management. Conditions can range to include working outside in all types of inclement weather. Must be able to work around varying



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degrees of noise and interruptions. Must be self-motivated, flexible, patient, and able to complete job assignments without direct supervision under stressful conditions.

**Benefits:** This is a full time, exempt hourly position at no less than 40 hours per week. Schedule is generally Monday through Friday, 8 am until 5 pm, however there are variations for meetings, special events and to accommodate special projects. MA has a very generous benefit package after the introductory period; 10 days of sick time, 12 days of vacation plus public holidays, 401k with match, Flex-spend account, Medical, Life, Dental, Vision and Alternative Care Insurance, and Parking.

**Salary:** COE / Midtown Association is an Equal Opportunity Employer (EOE).

**Essential Duties & Responsibilities:**

- Manage all MA facilities, assets, and related support services ensuring a safe/well branded work environment including understanding and upholding contract terms and planning needs related to IT, janitorial, safety procedures and security.
- Manage all MA non-financial administration services and annual tasks upholding compliance to governing documents such as the Brown Act, Records Retention Plans, and Property Business Improvement District Management Plan while completing the annual Board Elections, insurance and contract renewal, and maintaining the database.
- Manage all MA HR administration functions under the direction of the Executive Director including staff appreciation/celebrations, on/off boarding documents, managing hiring process, benefit renewals, hours allocations for bookkeeping compliance, and safety compliance.
- Oversee the work of the Administrative Coordinator ensuring bookkeeping support, meeting support, ED support, office support, and Clean & Safe support is delivered per their job description and the expectations of the Brown Act, Public Records requirement and other guiding policies are met.
- Lead continuous quality improvement in all functions that are consistent through the Placemaking, Clean & Safe, Advocacy and BID Services programs including revenue development, stakeholder communications, contract scoping/implementation and evaluation, and technology integration in tandem with four program managers.
- Uphold and improve data and reporting systems to articulate service goals and outcomes to our stakeholders and the community.
- Other duties as assigned.

**Requirements for Application:**

- Cover Letter and Resume

Applicants should submit all required documents via email to Darla Sawyer [darla@exploremidtown.org](mailto:darla@exploremidtown.org)

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