Job Title: Outdoor Operations Manager
FLSA Status: Exempt
Reports to: Executive Director
Updated: April 2018

Summary: Responsible for the development, administration, and implementation of plans and programs related to the operation of the Downtown Schenectady Improvement Corporation's (DSIC) outdoor Environmental Enhancement and Maintenance (EEM) program. This working manager position performs all required maintenance duties while setting direction and scheduling activities with EEM staff, meeting objectives, and ensuring services provided meet established program standards, expectations, policies, and applicable laws.

Management Responsibilities

- Closely monitors the overall cleanliness and visual appeal of the DSIC service area; proactively identifies problems and opportunities for improvement.
- Directs, supervises, and improves daily activities performed by maintenance personal, placing emphasis on safety management.
- Evaluates and examines all areas of EEM program to ensure services meet established standards and are completed within time limits.
- Maintains EEM program productivity by allocating resources and delegating tasks as appropriate.
- Manages and maintains EEM records including time sheets, route plans, weekly schedules, GPS reports, etc.
- Anticipates EEM program needs, and establishes priorities and courses of action to meet program objectives each day.
- Maintains inventory of equipment, vehicles, and supplies.
- Orders new supplies and equipment as needed and/or has equipment repaired or serviced with Executive Director's approval.
- Understands EEM annual budget and makes recommendations for purchases/expenses based on resources available.
- Assists with planning and program expenses for the annual EEM budget.
- Monitors results of delegated assignments and makes suggestions as appropriate.
- Functions as point person/liaison between downtown stakeholders and Executive Director in resolving EEM problems and implementing solutions.
- Communicates frequently in a clear, concise manner via verbal or written form with management, program employees, and other groups to ensure a constant flow of information.
- Provides guidance and direction to employees to assist in their skills development.

Maintenance Responsibilities

- Removes litter, garbage, snow/ice, weeds, leaves and graffiti, and trims shrubbery/trees in accordance with program parameters to ensure a clean and safe environment.
- Completes minor and routine painting; hanging and removal of holiday decorations, flower baskets, and banners; planting of landscape materials; watering; power washing; and other related maintenance activities as required throughout the year.

- Adheres to all company policies and procedures, paying special attention to health and/or safety procedures, time recording procedures, and vehicle and equipment operation and maintenance.
- Monitors and protects work areas to ensure items such as cars, windows, and people will not be harmed due to flying debris from vehicles or equipment.
- Checks oil and fuel in vehicles and equipment prior to use, ensures all vehicles/equipment are secured while working, and cleans all vehicles and equipment at the end of the day in accordance with approved procedures.
- Wears appropriate clothing and safety equipment in accordance with approved procedures.
- Attends and participates in scheduled training sessions as required.
- Reports all occupational injuries or illnesses to Assistant Director immediately.
- Responds to emergency situations with sound judgment and in a prompt manner.
- Reports any equipment/vehicle problems or concerns to Executive Director immediately.
- Maintains supplies by receiving and stocking materials in designated areas.
- Returns tools and maintenance supplies to warehouse or other designated storage areas at the end of each day.

Qualifications

- High school diploma or equivalent, related outdoor maintenance experience, or an appropriate combination of education and experience; minimum of five years in a management/supervisory role. College degree preferred.
- Must have a valid New York State driver's license.
- Must be able to shift work hours and/or work overtime hours as needed to undertake seasonal and weather-related projects.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.
- Results-oriented, highly motivated, independent, self-starter with ability to initiate activities, identify appropriate players and resources, and pull them together to advance objectives.
- Proven people and process management experience.
- Ability to effectively present information and respond to questions from constituents, vendors, and general public.
- Ability to work in a fast-paced environment, meet aggressive deadlines simultaneously, and work under pressure.
- Enthusiastic and able to manage concurrent priorities simultaneously.
- Working knowledge of Microsoft Word, Excel, and common Internet software.