

Job Title: **Outdoor Program Service Manager**

FLSA Status: Exempt

Reports to: Executive Director

Salary Range: \$60,000-\$70,000

Background:

The Downtown Schenectady Improvement Corporation (DSIC) considers the cleanliness and visual appeal to Downtown Schenectady to be an essential part of all other development efforts throughout our district. Environmental Enhancement and Maintenance (EEM) is one of the three core programs of the DSIC. The primary duties of the EEM include, but are not limited to:

- Daily sidewalk cleaning (litter, weeds, leaves).
- Installation and maintenance of summer flower baskets and planters.
- Installation and removal of banners on downtown light poles as needed.
- Snow clearing at crosswalks and intersections.
- Maintenance of Gateway Plaza and other landscaped areas.

Overview of Outdoor Program Service Manager Position:

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.

Oversee EEM Programs Three functional groups:

Cleaning and Maintenance Group: currently has 1 FT working supervisor, 3 FT and 1 PT employee. This group is responsible for the daily cleaning of the district, maintenance (e.g., mowing, weeding etc.) of landscaping, snow removal, annual installation and removal of approx. 240 hanging baskets and supports special events in our district.

Landscaping Group: currently has 1 FT working supervisor, 1 FT and 1 PT employee. This group is responsible for the design, purchase, and installation of plants, trees, and flowers within the designated infrastructure of the district.

Watering Group: currently has 2 PT employees and is only active during the summer months. This group is responsible for the regular watering of all the hanging baskets and other landscaping items as needed. Scheduling changes according to weather conditions.

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 personnel, 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.
- Represents DSIC in a professional manner and establishes working relationships with the City of Schenectady, Metroplex and Schenectady County. Attends meetings regularly.
- Meets regularly with Executive Director and assists in developing goals and training programs.
- 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.
- 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.

Qualifications

- Successful completion of background and credit check
- Must have a valid New York State driver's license.
- A minimum of 5 years relevant work experience, including at least 3 years supervisory experience.
- Working knowledge of Microsoft Word, Excel and common internet software.
- Must be able to work additional as needed for special events, seasonal and weather related projects.
- Ability to read and interpret documents such as safety rules, operating and procedure manuals and maintenance instructions. Ability to write routine reports and correspondence.
- Results-oriented, highly motivated, independent, self-starter with ability to initiate activities, identify appropriate players and resources.
- 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, positive leader with the ability to manage concurrent priorities simultaneously.

Preferred:

College Degree in horticulture, floriculture, landscaping or related field.

Certified pesticide applicator.