

MEMBER RELATIONS MANAGER

This is the job for you if you love being outside in the heart of the city, working with our great members and collaborating with our team to improve downtown spaces. You will work with a wide range of people to make our neighborhood the best it can be. You will bring tenacity, an ability to talk to anybody, and a positive can-do attitude.

COMPANY BACKGROUND:

Founded in 1997, the Golden Triangle Business Improvement District (BID) encompasses 44 square downtown blocks and works to enhance the public space from the White House to Dupont Circle and 16th Street, NW to 21st Street, NW. The BID represents over 34 million square feet of commercial office space, 4,000 businesses, 600 shops and restaurants, seven hotels, and six U.S. National Parks.

The Golden Triangle focuses on maintaining an environment that is clean, safe and welcoming through the management of operations, marketing and administration of the BID. The day-to-day management is overseen by a full-time staff headquartered in the center of the BID.

Business Improvement Districts are established by the private sector and supported financially through an assessment placed on property owners within a geographic boundary. The owners within this area contribute to programs aimed at management, maintenance, development, and promotion of the district.

SUMMARY:

This is customer-focused member service work with a heavy emphasis on persistent problem solving and delivering results to BID members. A successful Member Relations Manager builds effective relationships with property managers, retailers, business owners, colleagues, city officials, and utility and construction managers on area projects. Effective communications are key.

The Member Relations Manager is a proactive, persistent problem solver who is the first contact for members seeking assistance with issues and is the first to proactively connect them with BID programs. This person will perform quality assurance duties outside and identify areas where improvement is required.

A successful candidate spends a good portion of each week walking around the BID, spotting issues talking to members, solving problems and paying attention to the details that make this an attractive, vibrant neighborhood.

PRIMARY DUTIES AND RESPONSIBILITIES:

- **Member Services & Relationship Building**
 - Delivers customer-focused member services to property managers and their tenants, including office tenants, restaurants, and retailers.
 - Serves as the first contact for members. Uses persistence, judgement, and discretion to quickly respond to and resolve questions and issues.
 - Welcomes new restaurants and retailers and property managers to BID.
 - Assists in BID tax assessment process through data gathering and information sharing with members about BID tax assessments.
- **Public Spaces**
 - Ensures that the public spaces of the Golden Triangle are inviting, welcoming, and reflective of the Gold Standard.

- Surveys parks and public spaces, reports maintenance and emergency needs to the correct city and federal departments, follows up with those departments until the issue has been corrected.
- **Process Management & Problem Solving**
 - Liaise with city government agencies and other entities to follow up on member issues and ensure service delivery.
 - Develops relationships with government agencies, utility companies and construction companies to communicate, track and coordinate efforts for construction and utility work, transportation issues, alley maintenance and other major neighborhood emergency work and planned projects.
 - Monitors permits issued by the city and maintains close connection to utility and construction companies to be able to inform staff and property managers of emergency and scheduled construction and utility work.
- **Collaborative Efforts**
 - Works with other BID staff on special projects such as rain gardens, art installations, outdoor summer events series.
 - Manages the BID's CRM system, to include training colleagues, developing standards, supporting uniform utilization of the system across departments.
 - Assists all program areas in connecting their programs with members.
- Undertakes special projects and performs other duties, as assigned.

QUALIFICATIONS:

- Bachelor's Degree and 5-7 years of related work experience required (city government or property management experience plus).
- Focused on quality and brand; understands the visual attractiveness and presentation in a physical environment and importance of upholding high standards of appearance and performance.
- Demonstrated ability to work well with diverse groups of people including property managers, construction/ utility project managers, developers, public agencies, general contractors, and business and neighborhood association representatives.
- Passion for cities and urban spaces is a must.
- Strong written and oral communication skills.
- Detail oriented and able to organize, validate, and manage large amounts of data. Experience with CRM systems, especially Salesforce, a plus.

THE SUCCESSFUL CANDIDATE WILL BE:

- Customer-focused, creative, and strategic
- Hands-on and persistent: Willing and able to tirelessly work to address member issues
- Committed to working outside in all weather, during emergencies, and potentially during off hours, as needed to fulfill our mission.
- Able to work independently to set goals, establish standards, measure performance, and correct deficiencies.
- Able to excel in a collaborative office environment

Work Expectations: Post-COVID, this position is based out of the BID's office on a daily basis during standard work hours. As a member focused position, in person presence is essential.

Apply: Send cover letter, resume and three references to search@capacitypartners.com by September 25th. Note "Golden Triangle BID Member Relations" in subject line.