

**Title**

Quality Assurance Manager

Reports To:

Chief Placemaking Officer

SUMMARY OF RESPONSIBILITIES:

The Downtown Development District Quality Assurance Manager is a full-time exempt position. The Quality Assurance Manager will provide oversight of multiple DDD contractors including the Sidewalk Cleaning and Public Space Maintenance Contract, Landscape Maintenance Services Contract, Tree Trimming and Maintenance Contract along with any public realm special projects. They will plan, lead, and oversee DDD public space contracts and any special projects to ensure compliance with scope of work and any address any issues fully and in a timely fashion. The Quality Assurance Manager will report directly to the Chief Placemaking Officer and will assist and/or take the lead with the below tasks.

QUALIFICATION STANDARDS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION

A bachelor's degree and 3-7 years of experience in construction management, asset inventory management, urban planning, or a related field are preferred. Experience may be substituted for education.

REQUIREMENTS

- At least three years of experience demonstrating strong relationship-building skills.
- Experience with Client Relations Management (CRM) Software preferred.
- Excellent oral/written communication, time management, and human relations skills.
- Ability to work independently, planning and executing original ideas for programs and events.
- Ability to maintain and manage relationships with vendors and consultants.
- Ability to exercise sound judgment within established guidelines.
- Proficiency in Microsoft Office Suite, Word, Excel, Outlook, and PowerPoint.
- Working knowledge of social media platforms.
- Demonstrated ability to collaborate and work effectively in a team environment.
- Ability to work evenings and weekends.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages all on-street services provided by the DDD, including but not limited to cleaning, maintenance, and special program support.
- Helps oversee contracts for programs such as sidewalk cleaning and public space maintenance, landscape maintenance services, and tree trimming and maintenance, ensuring optimal vendor performance.
- Assists the Chief Placemaking Officer by working directly with clean program managers, supervisors, and team leaders to determine priorities, develop assessment and evaluation tools, establish procedures, and oversee planning and implementation. Ensures meaningful goal setting, reporting measurable outcomes, accountability, and deliverables.
- Assists with the planning and oversight of special projects in the public realm, such as tree lighting/trimming and maintenance, trash receptacle deployment, art murals, and other projects as assigned.
- Assists with vendor bidding & selection processes. Helps with oversight of outside vendors for high-level service, project completion, and cost-effectiveness.
- Oversees development and implementation of data collection and evaluation tools, and performance measurements to ensure effective delivery of services to all constituents.
- Assists the Chief Placemaking Officer in convening property managers and public safety stakeholders (i.e., local law enforcement, security providers, emergency preparedness agencies, business owners, etc.) to provide effective communication channels and problem-solving opportunities.
- Perform such other tasks, activities, or functions as may be assigned that support the mission of the DDD.
- Maintains public assets inventory in the DDD District 360 CRM system.
- Prepares written reports and PowerPoint Presentations for the advancement of the Operations Department.
- Conduct ongoing visual inspections of the public realm (sidewalks, lights, etc.) and report any needs for repair.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

REQUIRED, SKILLS AND ABILITIES

- Highly collaborative team player who can deal with high-pressure and complex situations.
- Knowledge of and passion for New Orleans
- Knowledge of basic landscaping principles
- Knowledge of basic construction processes
- Ability to identify and cultivate strategic and professional partnerships.
- Creative and growth-minded
- Knowledge and passion for the intersection of culture, community, and economic development in urban planning
- Excellent interpersonal, written, and oral communication skills
- Process-oriented with strong project management and organizational skills
- Ability to understand raw data and put together presentations that will be understood by Stakeholders.
- Knowledge of Microsoft Office (Word, Excel, PowerPoint)
- Self-motivated and results-driven
- Ability to supervise and manage contractors.

POSITION ENVIRONMENTS

Downtown New Orleans is a high-energy, culturally diverse area. The Operations/Quality Assurance Manager will work out of the DDD administrative office in a fast-paced, deadline-driven environment. The individual will interface with business and property owners, residents, community members, government staff, vendors, and professional service providers. Due to the nature of the position, it is expected that this individual will work 90% out in the field and will likely be required to work outside the normal 8:30 AM - 5:00 PM office hours and possibly weekends.

The DDD is an equal-opportunity employer and is committed to complying with State and Federal laws including fair employment practice laws, which provide equal opportunity in employment to all persons regardless of race, color, national origin, sex, age, religion, veteran status, or disability.

PHYSICAL REQUIREMENTS

- This position supports various DDD programs, including outdoor events.
- Regular use of arms, hands, and fingers in various duties, including a computer keyboard, telephone, and copier will be expected.
- The ability to perform the job function successfully requires vision levels to include close, distance, and peripheral vision.
- The ability to traverse uneven terrain and carry objects up to 30 lbs. is required.
- The physical demands described here must be met to successfully perform the essential functions of this position.

SALARY RANGE

\$55,000 to \$60,000 with a generous benefits package, including medical, PTO, paid holidays, and more.

Please e-mail your resume and cover letter to Stuart Taylor, Finance & Administration Specialist, at staylor@downtownnola.com or call 504-620-9293 if you require any additional information. The DDD thanks you for your interest.