



JOB DESCRIPTION

Program Manager

Introduction – Old Town Merchants and Residents Association

The Old Town Merchants and Residents Association is a 501(c)(6) community organization that functions simultaneously as a chamber of commerce and residential association in the Old Town neighborhood of Chicago. Our goal is to continue Old Town's evolution as a safe and vibrant place to live, work, and laugh. The association organizes events through the year, including the Wells Street Art Festival and Networking events. OTMRA is a delegate agency of the City of Chicago and the Sole Service Provider for Special Service area #48.

Introduction – Special Service Area #48 – Old Town

Special Service Areas (SSAs) are locally controlled, locally funded taxing districts used for local community development. They are governed by local taxpayers, and the funds generated are used for programs related to public way beautification and maintenance, enhanced security, snow removal and landscaping services.

Old Town SSA #48 was established on December 9, 2009, and was reconstituted in 2018. On January 1, 2019, the boundaries of SSA #48 were expanded and granted a 15-year extension. There are eight active Commissioners.

Job Description Summary

Under the supervision of the Executive Director, the Program Manager oversees the operations of Special Service Area #48 and ensure that all services and programs are effectively managed and implemented. The Program Manager is an employee of the Old Town Merchants and Residents Association with primary duties and responsibilities to SSA #48. The interaction of these entities reflects a 'checks and balances' approach that supports transparency and accountability. Communication and respect are the hallmarks of a successful SSA.



Duties and Responsibilities

The core duties and responsibilities include, but are not limited to, the following:

1. Annual work plan and Budget for Special Service Area #48
 - Develop annual budget with Commission input and complete all required paperwork with the City.
 - Compile, prepare, and submit SSA reports including financials, budgets, and work plans.
 - Act as a liaison to the City of Chicago SSA Program staff and ensure all SSA program administration, records, and documentation requirements are met.
2. SSA Commission & Committee meetings
 - Coordinate SSA Commission and Committee Meeting Schedules.
 - Create Commission meeting agendas & meeting packets.
 - Ensure the SSA is in compliance with the Open Meetings Act.
 - Coordinate and help facilitate SSA Committee meetings.
 - Follow-up with Committee and Commissioners to ensure timely progress on next steps and deliverables for SSA projects and initiatives.
3. SSA Services and projects
 - Manage the RFP process and vendor contracts
 - Create and post requests for proposals (RFPs).
 - Research and reach out to possible vendors.
 - Manage vendor selection, including review /clarification of RFP responses, analysis of RFP responses, and presentation of findings and recommendations to the Commission to assist in vendor selection.
 - Work with selected vendor to finalize the contract and scope of work.
 - Manage vendor relations and service delivery per contracts. Communicate performance to OTMRA and the Commission and work to resolve any service delivery issues in a timely manner.
 - Ensure legal and contract requirements are fulfilled.
 - Coordinate vendor contract obligations and payment in partnership with the bookkeeper and the Executive Director.
 - Conduct Needs Assessments
 - Monitor the SSA geography. Assess local needs related to the public-way and needs that could potentially be addressed by the SSA 48 program.
 - Act as a liaison with taxpaying constituents
 - Update Commission on needs and wants
 - Oversee Program Development



- Drive efforts to design new and innovative SSA programs that complement other neighborhood /OTMRA efforts to address needs, such as rebate programs, security programs, etc.
 - Keep abreast of SSA program best-practices throughout the City.
 - Facilitate partnerships between SSA and OTMRA in addressing needs.
 - Provide program management from inception to completion.
 - Evaluate programs as needed and present findings and recommendations to the Commission and OTMRA.
4. Commissioner and Committee member recruitment and development
- Recruit Commissioners and manage nominations and renewals.
 - Act as liaison with the City to ensure Commissioner Applications are complete.
 - Assist Commissioners in adhering to By-laws and drafting additional by-laws as needed.
 - Provide new Commissioners with orientation materials.
5. SSA Communication
- Ensure SSA landing page on OTMRA website is up-to-date.
 - Provide input and content for social media and OTMRA newsletter.
 - Ensure SSA branding for services and outputs funded through SSA #48.
 - Coordinate Annual SSA #48 Report.
6. Community Outreach and Support
- Attend City of Chicago SSA and other training as needed.
 - Attend and support OTMRA events and community events, including the Wells Street Arts Festival.
 - Attend Community Meetings.
 - Assist with management and implementation of other public way programs.

Other duties as assigned.

These duties may be altered from time to time, according to the needs of the organization.



QUALIFICATIONS

- Bachelor's degree. Master's degree is a plus.
- Minimum 3 years professional experience in urban planning, economic development, public policy, business development, or a related field.
- Strong project management experience.
- Experience with budgeting and basic financial management.
- Experience with contract management and vendor relations preferred.
- Familiarity with Special Service Areas and City services is a plus.
- Strong computer skills and comfort with advanced use of Excel, Word, PowerPoint, Adobe Suite, Google Suite. Comfortable with technology and quick to leverage new tools.
- Excellent analytical, presentation, and communication skills.
- Organized, a self-starter, able to meet deadlines and work independently to accomplish goals.
- Flexible and able to manage multiple projects simultaneously.
- Must be a team player with strong interpersonal skills.
- Genuine interest in community development.

Hours, Salary, & Benefits

Work hours are typically Monday-Friday with occasional evening and weekend hours for meetings, programs, events, and emergencies.

Annual salary is approximately \$50K annually and is commensurate with experience. Competitive benefits package.

Interviews targeted to start the week of 12/11/2023

Please email cover letter and resume to otmra@oldtownchicago.org