



Oregon City Municipal Elevator & Visitor Services Manager

The Downtown Oregon City Association seeks a motivated self-starter to manage the operations of the historic Oregon City Municipal Elevator and to establish a visitor services program within the elevator facility. The Elevator & Visitor Services manager is responsible for the successful year-round seven-day a week operation of the facility. DOCA is beginning operations of the elevator on February 1, replacing the current retiring operator that has operated it for 25 years. The new manager will begin as soon as possible in January or February.

ABOUT DOWNTOWN OREGON CITY

Downtown Oregon City is the historic home of the City of Oregon City, the first incorporated city west of the Rocky Mountains. Situated at the end of the Oregon Trail, the district plays an important role in Oregon's history. Today, Downtown is a revitalizing business district known for its burgeoning restaurant scene and an increasing array of eclectic retailers.

ABOUT THE OREGON CITY MUNICIPAL ELEVATOR

The Oregon City Municipal Elevator celebrated its 100th year of service in 2015. Originally built in 1915 and replaced in 1955, it is a National Register historic landmark. The elevator serves as an important pedestrian transportation link between downtown Oregon City and the McLoughlin neighborhood and is an important Oregon City icon. It is considered the only "vertical street" in North America and is one of the only elevators still operated by an attendant in Oregon. It is the fifth most highly ranked tourist destination in Clackamas County according to Trip Advisor, behind very popular Mt. Hood destinations. From the observatory at the top of the elevator, visitors are able to see a panoramic view of Willamette Falls and the Willamette River, West Linn, and Downtown Oregon City. Part of its tradition includes handing out "free ride" cards to visitors. The elevator facility is open to pedestrians and visitors seven days a week.

ABOUT THE VISITOR SERVICES PROGRAM

Elevator Guides have always been considered ambassadors for Oregon City. Guides ensure positive interaction with locals and visitors alike. Elevator Guides are cross-trained to be tourism ambassadors and to operate the elevator. As part of its contract with the city, the Downtown Oregon City Association will be working on creating a new enhanced visitor services program that will increase interaction with tourists and other downtown visitors. The visitor services program is in its infancy but may include employees paired up with volunteers and providing relevant historical and related tourism information as a tour guide in the elevator observatory. The new manager will be pivotal in helping DOCA develop this program. Once developed, the manager will maintain literature about ongoing retail promotions, develop ways to market the elevator to tourists, and help us continually add to the visitor experience at the elevator.

ABOUT THE ORGANIZATION

Formed in 2009 as Main Street Oregon City, the Downtown Oregon City Association (DOCA) is an award-winning 501(c)(3) charitable non-profit organization focused on the revitalization of

Oregon City's 172-year-old downtown. DOCA is supported by a 13-member volunteer board of directors, five volunteer committees, over 150 annual volunteers, and once fully in charge of the municipal elevator, approximately 10 staff members working on a broad cross-section of projects; all designed to support a more vibrant community, preserve and restore Oregon City's historic civic center, and enhance the economic opportunity of Oregon City's citizens and entrepreneurs. DOCA's programs are rooted in four key areas, promotions, marketing, and tourism, design and beautification, economic enhancement and research, and community engagement.

DOCA is most known for Oregon City's most prominent civic events including the Oregon City Antique Fair and Vintage Market, First City Celebration, Oregon Trail Brew Fest, Cruise to Downtown Oregon City Car Show, and Oregon Trail™ Game 5k — Downtown's civic events have over 20,000 attendees per year. On event days, the municipal elevator can have as many as 1,000 passengers per hour. Beyond events, DOCA has been pivotal in helping downtown recruit new businesses, helping property owners to restore or reconstruct their facades, conducts economic research and advocates for programs that supports the continued growth of existing businesses and the recruitment of new qualified businesses, and conducts community-wide outreach.

APPLICATION INSTRUCTIONS

Applicants are encouraged to learn more about the Municipal Elevator and historic Oregon City. Visit websites, talk to friends and family that are familiar with Oregon City, and if your schedule allows, visit downtown, the elevator, and the McLoughlin Promenade! Successful managers don't need to have prior information about the elevator or Oregon City's history but they need to be inspired by it and demonstrate a passion for it.

Required Materials:

- Cover Letter
- Resume

Supplemental Materials:

- At least two examples of written and/or creative materials created by you. If you don't have example materials, submit a short 1-page essay about the importance of the visitor experience at the elevator and what they will experience when they visit Oregon City.

Qualified applicants should submit all application materials no later than **Friday, January 6, 2017** to jon@downtownoregoncity.org. Questions about the application and posting should be forwarded by email.

Main Street Oregon City (DBA Downtown Oregon City Association) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Main Street Oregon City complies with applicable state and local laws governing nondiscrimination. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Main Street Oregon City expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Main Street Oregon City's employees to perform their job duties may result in discipline up to and including discharge.

JOB DESCRIPTION

Position: Oregon City Municipal Elevator & Visitor Services Manager
Status: Hourly, Non-Exempt, Full-Time
Reports to: Executive Director
Starting Wage: \$14 to \$16/hour plus limited benefits depending on experience

QUALIFICATIONS AND EXPERIENCE

Note: DOCA uses a number of desktop and web-based management tools. DOCA does not expect an applicant to be familiar with all of the systems that we use. Rather, we expect that applicants demonstrate an ability to adapt to new programs and have prior experience with similar solutions.

- Successfully pass a criminal background check.
- Employee recruitment and hiring.
- Knowledge of human resource regulations and documentation.
- Familiarity with point of sales systems. Manager will help DOCA select an appropriate POS for a potential new merchandise program.
- Strong writing and interpersonal communication skills.
- Volunteer management and coordination.
- High level organizational skills, self-starter.
- Microsoft Office, including Word and Excel.
- Payroll systems and timesheet management.
- Experience with desktop publishing including document layout and production.

FUNCTION – Elevator Operations and Employee Management

The principal part of DOCA's contract with the City of Oregon City is the safe and consistent operation of the municipal elevator during all operating hours. The manager is responsible for ensuring that the elevator is staffed during all operating hours.

- Work with Executive Director to recruit staff.
- Coordination and management of approximately seven part-time employees.
- Ensure that DOCA's policies and procedures reflect the needs of the successful continued operation of the elevator.
- Screen and interview job applicants.
- Make recommendations on applicants to hire.
- Manage employee schedules, time off, and conduct periodic reviews.
- Along with staff, ensure that all maintenance and other facility needs are communicated to the City of Oregon City.
- Train employees.
- Discipline employees in consultation with the Executive Director.
- Coordinate with City on known maintenance needs.
- Ensure that the elevator facility is opened on time, closed on time, and is maintained and safe for commuters and visitors.

FUNCTION – Elevator/Facility Operation

- All elevator employees are expected to know how to operate the elevator.
- Manager may be required to cover evening shifts that require elevator operation.
- Ability to implement basic emergency procedures including first aid.
- Closing and opening of the facility including daily chores.
- Documentation and reporting of incidents related to disorderly visitors.

FUNCTION – Visitor Services Associate

- Learn about relative tourism information including elevator and Oregon City history and related current events. Required readings and information provided by manager.

- Interact with visitors.
- Refer common visitor questions to manager to be incorporated into future guide information.
- Restock brochures and visitor information in the visitor kiosk.
- Respond to phone inquiries.
- Provide directions to area businesses, attractions, and transportation options.

FUNCTION – Visitor Services Coordination

- Develop and implement a downtown’s visitor services program.
- Maintain and update visitor information including elevator history, area history, businesses and attractions, and events and promotions.
- Ensure continual operation of pedestrian counter sensors. Monthly reporting to City.

FUNCTION – Merchandising (Potential Future Program)

- Work with DOCA committees and Executive Director to develop a merchandise program.
- Manage inventory and reordering of inventory.

FUNCTION – Merchandise Sales (Potential Future Program)

- Processing of transactions using the Point of Sale system.
- Restocking of merchandise.

ESSENTIAL PHYSICAL AND TIME REQUIREMENTS

- Capable of light housekeeping
- Ability to lift and carry 40 pounds
- Ability to walk at least 10 blocks, climb steps and long periods of time standing
- Ability to work occasional weekends and attend occasional weeknight events/meetings.
- 40 hours per week, or as required to cover subordinate shifts or meet deadlines

Additional responsibilities may be assigned at the discretion of the Executive Director.

BENEFITS

- 8 holidays per year paid at current hourly rate
- 80 hours (10 days) paid vacation per year
- Sick time accrued at 1 hour per 30 hours, or as required by Oregon law.