

Position Announcement: Manager, Client Services

Public Works Partners is a planning and consulting firm in NYC guided by its mission to serve public sector and nonprofit clients. We organize our work into two practice areas – *Organizational Health* (Management Consulting) and *Community Health* (Urban Planning) – and work with civic leaders including government agencies, nonprofits, real estate developers, urban planners, architects, and engineering firms.

Within our **Community Health** practice—where this position is based—we unite planners, architects, engineers, public servants, economists, and stakeholders to co-design projects in collaboration with communities to plan for their future. Our work fosters vibrant, inclusive neighborhoods, guides strategic infrastructure investments, strengthens transportation systems, and enhances the public realm. Through this collaborative approach, we promote economic opportunity, social and racial equity, and climate resilience.

Community Health Services operates with a deep understanding of the civic landscape, from the individuals to the institutions that shape the communities we serve. Our team conducts spatial analyses to identify community vulnerabilities and opportunities, providing valuable insights for strategic decision-making. We also design and lead inclusive public outreach efforts, ensuring meaningful engagement with communities and stakeholders in the planning process. Lastly, we assess zoning regulations and land use policies, ensuring regulatory frameworks mitigate exclusionary effects and promote inclusivity, balance, and adaptability,

We are committed to creating a team that reflects the diversity of the communities in which we work and strongly encourage BIPOC, bilingual, and multicultural candidates to apply. We are dedicated to fostering a culture of teamwork, transparency, and innovation, and we offer competitive salaries with a comprehensive benefits package.

Our most successful candidates will:

- Thrive when given the space to bring a nimble, creative approach to the thorniest problems;
- Enthusiastically tackle tasks big and small; and
- Inevitably wind up talking about public policy at parties.

Manager, Client Services

Public Works Partners is seeking a strategic and analytical team member to contribute to high-profile engagements with our **Community Health** clients. The ideal candidate possesses a strong blend of technical expertise and interpersonal skills, thrives in a fast-paced environment, and is eager to support multiple workstreams within a mission-driven consulting and urban planning practice.

In this role, the selected candidate will:

- Manage consultants, set work plans, and define project scopes.
- Develop visualizations to support decision-making and external communication.
- Brief senior leadership and external stakeholders.
- Contribute to site planning, public realm improvements, and sustainable, resilient design.
- Design and implement public outreach processes to encourage community participation.
- Develop program interventions as part of comprehensive planning and site redevelopment efforts.

Managers typically oversee three to six client projects simultaneously and may also take on internal responsibilities, gaining insight into the operations of a growing small business. Candidates invited for an interview should be prepared to provide a portfolio showcasing relevant work.

Essential for your success:

- **Interpersonal Skills:** Demonstrated ability to navigate complex, multi-stakeholder environments and effectively engage with clients and external stakeholders, including federal, state, and local government agencies.
- **Urban Planning Support:** Contribute to various workstreams, ensuring high-quality outputs with efficiency and accuracy. Manage consultant work products and workstreams to ensure timely delivery.
- **Planning & Analysis:** Conduct zoning, land use, and urban studies; analyze neighborhood conditions; and prepare visual communications, maps, and written reports.
- **Material Preparation:** Synthesize data into compelling narratives that communicate effectively with diverse audiences. Assist in creating a range of graphics such as maps, presentations, web content, written narratives, and other related documents.
- **Public Outreach:** Help design and implement public outreach processes, including organizing in-person and virtual events, online engagement, and other forums to encourage community participation.
- **RFP & Proposal Support:** Assist in drafting and reviewing urban planning components of RFPs and other public procurement documents.
- **Project Management:** Utilize standard project management tools and methodologies to track project progress and ensure adherence to timelines and budgets.
- **Diversity Aptitude:** Experience working with diverse communities and engaging with a broad range of stakeholders on sensitive issues in our core urban areas.
- **Technical Proficiency:** Proficiency in Microsoft Office Suite, Google Suite, and other standard business applications.

Qualifications:

- **Bachelor's or Master's Degree** in Urban Planning, Public Administration, Architecture, Economics, or related fields.
- **3–5 years of relevant experience** in the public, private, and/or nonprofit sectors.

This role is ideal for someone with strong planning, communication, and organizational skills, and a passion for community-focused urban development.

Preferred Qualifications:

Candidates would ideally have experience working in at least one of the following areas:

- **Graphic & Visualization Expertise:** Familiarity with creating clear, effective maps and visuals tailored to diverse audiences using tools like GIS, Rhino 3D, SketchUp, and AutoCAD.
- **Zoning & Code Knowledge:** Familiarity with the NYC Zoning Resolution, building codes, and the public land use review process to support project goals and ensure compliance. Equivalent experience in other cities is also valuable.
- **Community Outreach & Communication:** Experience in facilitating community outreach initiatives and translating complex technical planning concepts into accessible materials that resonate with a broad audience.
- **Execution & Collaboration:** Experience in proactively managing deadlines, working independently, and communicating effectively in a collaborative, team-based environment. A self-starter with strong execution skills and the ability to adapt to evolving project needs.

This position is based at the Public Works Partners office in New York City; the team has a flexible hybrid work schedule with staff expected to be in the office or at client sites one to two days per week. Travel to events in New York City and other locations may be required.

The salary for this position is \$78,000 to \$92,000. Our comprehensive benefits package includes:

- Generous paid time off including paid sick leave and family medical leave.
- Individual retirement account plan with employer matching.
- Medical, dental, and vision benefits.
- Employee assistance programs that provide mental health and legal support.
- Professional development including tuition assistance, support with professional certifications, conference attendance, and in-house activities.
- A commitment to work-life balance.

Public Works Partners observes COVID-19 protocols at the workplace and requires all employees to be fully vaccinated including a booster. Proof of vaccination is required for employment.

To Apply:

Send your resume and cover letter to jobs@publicworkspartners.com, and indicate that you are applying for the Manager, Client Services position in the subject line.

About Public Works Partners

Public Works Partners is a WBE/DBE/SBE-certified planning and consulting firm whose work strengthens organizations that strengthen communities. We drive innovation, manage change, design and develop new programs, and build organizational capacity. And we support planning efforts by engaging local stakeholders at every level and sharing our expertise in labor market analysis and job creation strategies.

Our clients benefit from our in-depth knowledge of New York City and the challenges faced by mission-driven organizations, our work across a range of policy areas from economic development to public health to human services, and the unique backgrounds and life experiences each team member brings. Our team members have held positions in New York City government and nonprofits developing strategies to tackle urban problems, driving policies, and managing large complex programs.

This job description is for an at-will position which is non-exempt under the FLSA. Public Works Partners provides equal employment opportunities to all applicants for employment regardless of their age, race, creed, color, religion, national origin, alienage, citizenship, disability, sex, gender, sexual orientation, marital status, partnership status, military status, predisposing genetic characteristics, domestic violence status, sex offense of stalking victim status, or any other characteristics protected by federal, state or local laws.