



CHIEF OPERATING OFFICER (COO) POSITION AND CANDIDATE SPECIFICATIONS

PIKE PLACE MARKET

Pike Place Market has been a defining Seattle icon for more than a century. Considered by many “the soul of Seattle,” the Market is a historic communal public space spanning nine acres between downtown and the waterfront, where locals and tourists alike shop, visit, discover, and eat. Founded in 1907, the Market is one of the oldest and largest continuously operating public markets in the United States and is brought to life by the hundreds of farmers, crafters, small businesses, and residents that call it “home”. As a vibrant hub of fresh produce, artisanal foods, independent businesses, and diverse culture, Pike Place Market embodies Seattle’s rich heritage, and it plays a crucial role in Seattle’s economy, community, and culture. While the Market is grounded by its incredible collection of diverse businesses, activities, and services, it simply would not exist without the passion and support from the citizens of Seattle. From humble beginnings to nearly being lost in the name of “urban renewal” – Seattle’s citizens have brought their hearts to the “soul of Seattle”.

WHO OPERATES PIKE PLACE MARKET?

Pike Place Market is operated by the [Pike Place Market Preservation & Development Authority \(PDA\)](#). The Pike Place Market PDA is overseen by a [twelve-member council](#), comprised of volunteer community members, each serving four-year terms. The COO reports directly to the Executive Director and provides governance support to the council.

In 1971, Seattle citizens voted to create a Pike Place Market Historic District and the Market Historical Commission to preserve the Market’s physical and unique social character. As a result of the public vote, in 1973 the City of Seattle created by charter the Pike Place Market PDA, a not-for-profit organization, to own and manage the day-to-day operations of the Market. The [Charter](#) requires the Pike Place Market PDA to preserve, rehabilitate, and protect the Market’s buildings; increase farm and food retailing opportunities, incubate and support small and marginal businesses; and provide services for low-income people. These efforts ensure the Market is safeguarded for future generations.

THE COMMUNITY

Pike Place Market is Seattle’s original and largest incubator of small, independent businesses. In addition, the Market is a vibrant, creative and thriving historic neighborhood that includes five social service programs, 220+ independently owned diverse shops & restaurants, 160+ craftspeople, 70+ farmers, 60+ permitted buskers, 450+ residents in the Market’s affordable housing, and one foundation.

KEY FACTS

- Purpose: The Market was originally opened to allow consumers to buy directly from producers, a principle that still guides it today.
- History: Pike Place Market is one of the oldest continuously operated public farmers markets in the United States.

- Location: Situated along the Puget Sound waterfront in Seattle, Washington, it is a central hub for both locals and tourists. In 1971, the Market was designated a historic district to preserve its social and cultural character. Most recent addition: [Pike Place MarketFront](#).
- Offerings: It houses hundreds of farmers, craftspeople, small businesses, and artisans. Offerings include fresh produce, seafood, meats, specialty foods, handmade crafts, and restaurants. The Market also includes social-oriented services including a health center, a senior center, a daycare, and affordable housing units.
- 2023 [Annual Report](#)

SUMMARY

The Pike Place Market, PDA seeks an exceptional COO to manage the day-to-day operations of our vibrant Market. This person will lead a group of Directors and ensure operational and strategic success. Reporting to the Executive Director this position requires a forward-looking vision that upholds the Market's rich legacy while evolving and integrating into Seattle's dynamic business and community landscape.

This role encompasses oversight of the organization's operational health, ensuring that Pike Place Market not only thrives but also sets a benchmark for public markets globally. You will work closely with the Executive Director and other executives to secure Pike Place Market's future, leveraging opportunities for thoughtful expansion and modernization while carefully preserving the history and soul of the Market. This leader will be charged with growing our operational capacity, streamlining our internal operational processes and assisting in the rollout and implementation of our Master Plan that was adopted in March 2024. You will take on significant responsibility in the implementation of strategy three of the [Masterplan](#) which will require portfolio work within our current buildings, existing infrastructure, and future projects that will be born from an approved levy. You will drive its strategic objectives and embody the spirit that makes the Market a unique and cherished destination. By leading with empathy, strategic insight and operational savvy, the COO will inspire a team of dedicated professionals and nurture an environment where tradition and innovation are considered equally important.

KEY RESPONSIBILITIES

- Oversee the successful management of daily operations, ensuring the Market remains a safe, vibrant, and welcoming space. Implement efficient processes and systems that support the Market's complex ecosystem and enhance the visitor experience.
- Participate actively and fully as a member of the PDA leadership team by assisting the Executive Director and other Directors in the management, direction, and coordination of PDA plans and policies affecting the overall welfare of the Market, its residents, tenants, and public. Actively advise and assist the Executive Director, Leadership team, and PDA Council in policy and decision-making responsibilities, particularly through overseeing PDA Market operations.
- Ensure maintenance and construction activities minimize business disruption; notify tenants of scheduled repair activities; help in ensuring that all premises are maintained in sound condition in accordance with lease requirements.
- Actively participate and be visible during daily market activities. Engage with operations employees and tenants on the street while the market is operating. The daily management and interaction with department directors and operations staff is critical to this position.

- Monitor and control budgets, contracts, and financial performance related to the operations, and maintenance of Market properties, report financial performance on a regular basis to the Chief Financial Officer, Executive Director and the PDA Council.
- Coordinate PDA plans, activities, and representation before the Historical Commission concurring use and design approvals. Attend committee meetings on a regular basis and occasionally present materials.
- Produce reports and operations specifications when required.
- Ensure the maintenance of complete, accurate, and well-organized files and correspondence concerning all permit matters, tenant relations, contractual relations, legal matters, and financial and budget records.
- Direct the property management functions, including leasing, and tenant services. Organize the resources of the agency to provide optimum facilities for all tenants.
- Maintain active and professional relations with all Market tenants, critical City staff, elected officials and downtown development.
- Participate in the organization of special events within the market and historic district.
- Oversee activities of staff to ensure that premises are operated and maintained in accordance with PDA policy. Consistent and timely enforcement of laws, rules, and regulations are a must. Initiate good relations and open communications with tenants, and consultative services.
- Ensure a leadership style that inspires, motivates, and develops a high-performing, cohesive team aligned with the Market's goals. Champion a workplace culture characterized by passion, commitment, and a collective drive to succeed.
- Forge strong, transparent relationships with all Market stakeholders, including farmers, small business owners, vendors, the local community, government agencies and nonprofit partners. Promote an inclusive culture that values contribution and participation from all Market constituents, thereby enhancing the Market's communal spirit.
- Successfully execute the operational components of the Master Plan ensuring alignment with Pike Place Market's mission and heritage and preserving the Market's position as a premiere destination. Drive growth by enhancing the Market's appeal, footprint, and visibility.

MANAGEMENT OVERSIGHT

Operations: Manage the leaders responsible for operations including maintenance, market security, parking, facilities services, daystall management, commercial operations and services on a seven day a week basis.

Capital Redevelopment: Oversight of the Project Management team, including capital projects and design. Provide leadership and expertise for the Market's capital construction, project management and long-range capital repairs and redevelopment planning efforts, and ensure timely bidding and procurement.

Commercial Leasing: Ensure recruitment and screening of prospective commercial tenants, including review and evaluation of initial business plans; assessment of use proposals and compatibility with Historic District guidelines; review negotiation of tenant space improvements and lay-out design; and negotiation of lease terms. Ensure that diversity and inclusion are a part of the tenant selection process.

Farm Program: Define actions and programs that the PDA can take to enhance economic opportunities for small farmers and propose actions to maintain the healthy farmer population at the Market.

Daystall Management: Encourage community participation in the periodic review of current city ordinances and PDA rules and regulations governing operation of the Daystall. Prepare recommendations for possible changes in city ordinances that provide additional economic opportunities for Daystall vendors.

Merchants Collective: Provide oversight and aid in the re-establishment of a Merchants Collective aimed at improving our community by providing programs and services. The Merchant's Collective will align with the PDA's charter to incubate, support and aid in the wealth creation for small businesses.

COMPENSATION

The current range for this position is estimated to be approximately \$200,000 to \$236,289. The total compensation package for this position will also include other elements, including reasonable and customary benefits and eligibility for discretionary annual performance increase, the amounts and metrics for which will be determined by the Executive Director. Benefits include 100% company paid Medical, Dental, Vision, Life and Disability insurance. Employees are also eligible to enter the company pension plan after completing a full year with the PDA and can enter Washington State's deferred compensation plan upon employment.

IDEAL EXPERIENCE

- Organizational Leadership: Demonstrated cross-functional leadership experience, preferably in a similar role involving community engagement, operational management, political advocacy, and strategic planning.
- Strategic Vision: Prior success developing and implementing a strategic vision for a multi-faceted organization, managing both short- and long-term priorities.
- Team Leadership: Prior experience managing a diverse team, fostering a culture of collaboration, and high performance.

OTHER PERSONAL ATTRIBUTES

- An understanding of the operational challenges unique to a historic and lively marketplace.
- Excellent communication skills, capable of serving as a powerful voice and advocate.
- Passion and excitement about being a visible presence in the Market, engaging directly with merchants, farmers, crafters, and businesses.
- Commitment to the Seattle community balanced with genuine care for small businesses and their ability to thrive.
- Resilience, adaptability, and the ability to work under pressure in a job that demands a high level of public interaction and problem-solving.

CRITICAL LEADERSHIP CAPABILITIES

Driving Results

- Enables higher performance for the organization by incrementally improving approaches based on calculated risks and fully considering the implications across the Market's ecosystem.

- Identifies process changes that will improve results for the Market, its vendors, and the community.
- Continuously benchmarks performance against best practices from other relevant organizations.

Acting Strategically

- Create a roadmap to streamline the Markets operations while also thinking long-term.
- Identify trends in the local Seattle landscape that affect the Market.
- Develop plans that consider the impact of the entire Market community.

APPLICATION PROCEDURE

Submit resume and cover letter by email to, hr@pikeplacemarket.org, fax: (206) 625-0646, mail to: Pike Place Market PDA, Attn: HR Department, 85 Pike Street, Room 500, Seattle, WA 98101 or pikeplacemarket.org, Indeed.com, and LinkedIn. The position will be opened until filled.

The Pike Place Market PDA is an equal opportunity employer and encourages applications from persons of diverse backgrounds and perspectives.