



## Employment

### Vice President of On-Street Operations

**GENERAL PURPOSE OF THE JOB:** The Vice President for On-Street Operations oversees the day-to-day internal coordination, management and quality control for the Center City District's (CCD) highly visible, signature, uniformed on-street, cleaning and safety programs that have transformed the pedestrian experience in Center City Philadelphia. Both the cleaning and public safety programs have strong operational managers and on-street supervisors who handle daily deployment and oversight of staff. These two senior individuals will report to the Vice President for On-street Operations. The Vice President also handles the outward facing coordination and customer service functions with owners, managers and tenants, public and private security organizations active in Center City and other agencies so that services are coordinated and responsive to customer needs and requests. CCD outsources the cleaning program through a competitive bid process and currently deploys 147 uniformed sweepers and supervisors in two overlapping shifts, 7 days per week. The hospitality/public safety, Community Service Representative Program, staffed by CCD employees, currently deploys 46 uniformed personnel and supervisors 7 days per week in two overlapping shifts, and is co-located and works in close partnership with the Philadelphia Police. The CSR program also has a unique partnership with a major homeless services provider and the Philadelphia police to provide daytime outreach services within the District.

The Vice President reports directly to the CEO and is responsible for: coordination and continuous improvement of the services provided by both operating divisions; overseeing strategic deployment of personnel in these programs to adjust to changing circumstances; insuring coordination of these programs with other CCD operations and related public and private security efforts to ensure the CCD's goal of a safe, secure and well managed environment for residents, workers and visitors to Center City Philadelphia.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** As a member of Senior Management, specific job responsibilities include, but are not limited to the following:

- Ensuring effective integration between cleaning and public safety programs, both CSR and private security, and coordination of deployment to support the Parks and Marketing divisions of CCD;
- Establish quality control goals and benchmarks for on-street programs and make ongoing recommendations for continuous improvements in deployment, equipment and training;
- Oversee the management of both the Senior Director of Community Service Representatives, any private security firms that are engaged to further CCD's mission in our parks; and the contracted Director of Cleaning Operations to ensure effective coordination of all programs;
- Working with the Marketing and Business Services departments recommend and oversee staffing protocols for cleaning and security (on staff or contracted) for special events and rental events;
- In coordination with the Senior Director of Human Resources, develop and maintain customer service standards and training programs, which are used to train CCD personnel, communicate CCD goals and mission to staff, union representation, and to property and business owners;
- In coordination with the Senior Director of Human Resources and Senior Director Community Service Representatives, develop standards and guidelines to interview, hire and train all new CSR personnel;
- Keep the President & CEO and other senior management staff informed of all on-street operating issues, including but not limited to anticipated problems and program requirements, recommend courses of action;
- While protecting the interests of the CCD, support the efforts of the Senior Director of Community Service Representatives in working cooperatively with union representation, participating in the negotiation of Collective Bargaining Agreements, and ensure that staff fairly administers the labor agreement between the CCD and the union representing the CSRs;



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- Oversee the preparation of policies and procedures, both on-street and in parks, to ensure the security and safety of all uniformed CCD personnel as well as our park and event guests;
- Ensure opportunities for ongoing professional training and continuing education for all on-street personnel.
- Interact with the business and residential community by attending private sector building and hotel management organizational meetings, as well as community meetings on a regular basis;
- Work with the Vice President of Finance and Administration to develop and administer annual departmental operating budgets;
- Develop and maintain relationships with all levels of public and private sector law enforcement and security.

*“These are the essential functions of the position, other duties may be assigned. Incumbents may be required to follow any additional related instructions, acquire job related skills and perform other work as required.”*

### **SUPERVISORY RESPONSIBILITIES:**

- The Vice President is responsible for the supervision of the following functions and personnel who define the public face of CCD services:
  - Oversee the Senior Director of Community Service Representatives, the daily operations of this program that has both a strong public safety and hospitality role, and any private security firms that are engaged to further CCD’s mission in our parks;
  - Oversee the Director of the CCDs Cleaning Operations (ABM and Dilworth cleaning contracts).

### **EDUCATION AND EXPERIENCE:**

- Given the responsibilities of the position, a Master’s Degree is preferred and 10 years Operations Management experience in building management, business improvement districts, hospitality or large-scale sports, convention or entertainment facilities overseeing staffs of comparable size;
- Experience in overseeing staff who work outdoors in all seasons also a positive.

### **SKILLS AND ABILITIES:**

- Must possess diagnostic and problem solving abilities;
- Excellent written and oral skills;
- Ability to deal with people in very diverse professional roles with tact and diplomacy;
- Must be able to work in a team environment and encourage cooperation across departments;
- Experience working with workforce represented by a bargaining unit and those not represented;
- Must be proficient with Microsoft Word and Excel;
- Experience developing and managing an operating budget.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

- Valid Pennsylvania Driver’s License;
- Human Resources or Personnel Management designation, a plus.

### **PHYSICAL CHARACTERISTICS:**

- This description of physical and mental activities is not intended to describe essential job functions. Rather, its purpose is to give to the job applicant a feel for the physical and mental activities normally attendant to the job to the end that an applicant with a disability can determine whether he/she will be able to do this job either with or without accommodation.



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While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell, and lift objects. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **ADDITIONAL REQUIREMENT:**

- Must be able to pass a background investigation including criminal history and child abuse clearance, a reference check and a drug screening.

### **Forward Resumes to:**

Human Resources Department

Center City District

660 Chestnut Street

Philadelphia, PA 19106

Fax: 215.922.7672

e-mail: [jobs@centercityphila.org](mailto:jobs@centercityphila.org)

We are an EEO/AA employer. No phone calls please.