

Operations Manager to provide oversight to our Downtown Detroit Partnership Cleaning and Hospitality Ambassador Program for the Downtown Detroit Business Improvement Zone. This role will oversee a peak staff of approximately 90 Cleaning and Hospitality Ambassadors that are deployed through the sidewalks of downtown and surrounding areas. Our managers consistently work with our clients to not only manage daily operations, but deliver continual program improvement. Growing cities require planning and deliberate actions. We're looking for someone that can carry this very successful program into the next decade.

Successful candidates will have exceptional managerial skills, a great love for their downtown and is someone who understands the importance of building a great culture at their account!

Specific daily responsibilities of the Operations Manager include:

- o Coordinating recruitment, selection and training of staff Ambassadors
- o Continual adjustment to the deployment of resources to match the ever changing downtown demands and event needs
- o Continual problem identification and solving those problems to consistently improve the program
- o Procurement of supplies, equipment, talent, uniforms, ect...
- o Reporting through a variety of reporting channels to include...payroll platforms, onboarding systems, proprietary data management system
- o Being in the field to provide hands on coaching, mentoring to drive quality and culture.

DO APPLY IF:

- YOU LIKE TO HAVE FUN AND MAKE PEOPLE SMILE! WE ARE CUSTOMER SERVICE EXPERTS that engage on a very high level with the general public so we need great personalities to lead our teams!
- You have solid work history and longevity of at least 3-5 years at your last employer and cumulative experience of 7-10 years.
- You have supervised a large team (50- 80 persons)
- You enjoy working outside in all weather (If you melt in the rain and wilt in the sun, then please don't apply.)
- You are a problem solver. (*Make decisions, look for solutions and not excuses)
- You know what Quality Assurance means. (Hint: Do what the client asks)
- You have "a little dirt never hurt anybody" mindset. (You're going to get dirty a lot)
- You know how to manage people and work in a team setting. (Team building and creating a culture is very important to us)
- You have a "do what is right" mindset. (Integrity is a must at Block by Block. Just be honest that's all we ask!)
- You like a varied work schedule. (You'll work weekends at times.)

DO NOT APPLY IF YOU:

- Tend to be indecisive and have trouble making quick, effective decisions (We have to have leaders that can use good judgement and make decisions.)
- Would not be flexible to work outside of a M-F 9-5 position when necessary. (We run downtowns that have lively event schedules...not a normal schedule. You'd need to be available to work off hours during heavy events.)
- Do not like talking to people or prefer to work alone. (This is not what we do! Block by Block and Downtown Detroit Partnership specifically sells hospitality.)
- Like to sit at a desk and file papers all day. (You will never have a whole day inside. Our work occurs outside and we need managers that can lead processes, even if it's cold or raining outside.)

- Like to know exactly what your day will be like. (No day at Block by Block or Downtown Detroit is alike. Every day will be different, have different challenges and different solutions. Successful managers roll with the punches and figure it out.)

Requirements

MANAGEMENT EXPERIENCE

- 3-5 years of verifiable management experience.
- Must be able to work outdoors in all conditions.

COMMUNICATION

- Must be able to speak, read, and write the English language in order to create reports.

PERSONALITY

- Outgoing and upbeat personality.

COMPUTER SKILLS

- Must have proficient knowledge of Microsoft Word, Excel, and basic computer skills.

Certification Requirements –Valid Michigan Driver's license with a clean driving history.

Education Requirements –Associates Diploma required, Bachelor preferred.

Additional Information/Benefits - Starting salary of \$ 80,000.00

Benefits – 70% Paid Single Coverage (Low Deductible) Health and Dental Insurance - Paid Holidays

- Paid Vacation - Life Insurance - 401K - Vision insurance - Short and Long Term Disability - 6 Paid Holidays- GREAT COMPANY CULTURE THAT ENCOURAGES FUN- Discount Purchasing Program

Job Type: Full-time

Salary: \$80,000.00 /year

Interested individuals should send resumes to careers@blockbyblock.com