**Director of Clean and Safe**

Our client, Downtown Dallas, Inc. (DDI) is the principal advocate, champion, and steward of Downtown Dallas. DDI is currently seeking a **Director of Clean and Safe**. The Director of Clean and Safe ensures that organizational projects are efficient and effective, and in alignment with Downtown Dallas Inc.’s goals and mission and, organizational strategic priorities while remaining within the project scope.

The Director of Clean and Safe is responsible for safeguarding and augmenting the efficiency of DDI’s operations to facilitate accelerating development and long-term success. In addition, this position is accountable for the overall performance, productivity, and supervision of the clean, security, and ambassador employees, and coordinating and collaborating with external partners and vendors. This position report directly to the Vice President, Public Safety & Field Operations.

**Job Duties and Responsibilities**

- Provides oversight, management, and delivery of Clean Team, Security, and Ambassador program implementation, including all activities, outputs, and outcomes related to program management and administration, including allocation of resources (i.e., personnel, equipment, software, etc.), reporting, budget development, and monitoring, financial transactions, execution of program plans and performance.
- Provides strategic, technical, operational, financial, and managerial leadership to successfully implement vital departmental priorities with the VP of Public Safety & Field Operations support.
- Works collaboratively with the Director, Special Projects & Homeless Strategies to ensure overall operational process efficiency that results in high performing teams.
- Ensures Clean, Security, and Ambassador programming is technically sound, evidence-based, and consistent with business objectives, organizational directives, and stakeholders’ priorities.
- Oversee and coordinate daily operations of the Clean, Security, and Ambassador teams and take an integrated approach to resolve stakeholder complaints.
- Provide weekly updates on KPIs and milestones.
- Manage procurement processes and coordinate material and resources allocation.
- Provides direction and guidance in the preparation of Clean, Security, and Ambassador initiatives and ensure adequate training and development of teams, thus ensuring optimal performance of individuals and improved operational efficiencies.
- Continuously reviews the policies and processes behind all Clean, Security, and Ambassador teams’ responsibilities to uncover opportunities to drive efficiency and stakeholder satisfaction.
- Evaluate overall Clean, Security, and Ambassador teams’ performance by gathering, analyzing, and interpreting data and metrics.
- Conducts succession planning and talent reviews, monitors development plans, and provides coaching and mentoring to leaders toward their skill enhancement and career development.
- Works closely with the leadership team, develops and implements change management processes when necessary.
- Maintain compliance with external regulations (security licensing and OSHA) and internal policies.
- Works with Human Resources to resolve personnel issues and ensure the Field Operations Employee Handbook and Standard Operating Procedures are updated as needed.
- Represents DDI at meetings and develops/leads presentations for key stakeholders, board of governors, and various partners, ranging from frontline staff to Downtown executives.
- Performs other duties as assigned.

**Qualifications**

- Demonstrated knowledge of program management and program evaluation.
- Excellent leadership and managerial skills with experience overseeing multiple employees.
- Excellent written and verbal communication skills.
- Solid organizational skills, including attention to detail and multi-tasking skills.
- Excellent interpersonal skills with demonstrated ability to build trust among stakeholders.
- Ability to maintain confidentiality of sensitive information.
- Experience in Microsoft Office applications; Word, Excel, Outlook, PowerPoint.
- Remains calm under pressure and in stressful situations.
- Takes a responsible, proactive approach and willingness to get things done independently; readiness to take the lead on new projects, ideas, tasks or assignments.
• Demonstrates upmost level of integrity in all instances and shows respect towards others and towards company principles.
• Demonstrates ability to make independent and sound decisions in all situations.

Work Hours
• Normal schedule – Monday - Friday, 8am -5pm; extended hours as necessary.

Education/Experience:
• BA/BS degree in related field.
• Minimum of five years of progressive, relevant work experience.
• Proven ability to directly manage staff.
• Demonstrated ability to maintain a high level of confidential information and department integrity.

To learn more about DDI, please visit their website: https://downtowndallas.com/

No agency or third-party candidates will be considered for this position. No phone calls please.

To apply for this position, please submit a cover letter and resume here.