



## DIRECTOR OF PUBLIC SPACES OPERATIONS REPORTS TO: CHIEF PUBLIC SPACES OFFICER

### OVERVIEW

Downtown Detroit is home to award-winning public spaces that serve as platforms of engagement and entertainment for Detroit residents, visitors, Downtown employees, and businesses. Our Downtown Detroit parks and public spaces — Campus Martius Park, Cadillac Square, Beacon Park, Capitol Park, Grand Circus Park, and the Woodward Esplanade — reflect historic, contemporary and unique spaces spread over 9 acres that attract millions of visitors annually through a wide array of cultural events and programming. Each park is activated, programmed and managed by The Detroit 300 Conservancy – an affiliate of the Downtown Detroit Partnership (DDP).

The Director of Public Spaces Operations is a senior level management position reporting to the DDP's Chief Public Space Officer. This important position is responsible for park operations, management, visitor experience, programming and placemaking logistics for the DDP's public spaces. The Director of Public Spaces Operations plays a critical role in ensuring on the ground operations exceed visitor expectations and that the organization continues to create innovative strategies and initiatives. The Director of Public Spaces Operations collaborates with the DDP Director of Operations in directing and supporting vendors and managing relationships with municipal and funding partners to create vibrant and sustainable public spaces in Downtown Detroit.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Visitor Experience:** Preserve and create world class venues supported by teams that are providing clean, safe and welcoming environments.
- **Internal Management:** Direct and support internal teams to consistently deliver high quality and exemplary service in all aspects of placemaking, operations and logistics. Manage teams in year-round execution of highly visible park rentals, events, seasonal transitions, and onsite tasks.
- **Vendor Management:** Manage and direct 50 plus vendor teams responsible for the logistics and day-to-day management of the parks and public spaces in collaboration with the Director of DDP Operations.
- **Programming and Placemaking:** Coordinate and manage specialty placemaking features, including the Beach, Rink, Christmas Tree, Holiday lighting, fountains, and food and beverage programs and partnerships. Effectively communicate operational site plans and drawings to prepare team for varying event and activation setups throughout the year
- **Budgeting and Financial Accountability:** Manage, prepare, and facilitate budgets and expense reports including operations and administration, new space development, activations and programming in coordination with internal programming, marketing and accounting departments. Responsibilities include managing expenses and timely variance analysis reporting.
- **Municipal Partnerships:** Manage city and government related items including City of Detroit agreements, annual and special permits, road closures and temporary liquor licenses.
- **Strategic Direction:** Participate as a key Parks and Public Space management member in the creation and renovation of parks and public spaces and continue to identify and implement new operations processes and innovations. Active member of the team participating in setting strategic goals.
- **Best Practices:** Review and improve operational management procedures, processes. Identify national and global best practices and benchmarks.

- **Staff Management:** Manage and guide the day-to-day activities of Field Operations Manager and other support personnel. Management responsibilities include setting and reviewing annual goals and supporting the team's overall professional development.
- **Continuing Education:** Maintain knowledge of industry trends and bring new ideas to the venue through on-going professional development. Demonstrate leadership through participation in industry associations and organizations.

## QUALIFICATIONS AND CORE COMPETENCIES

- Bachelor's or advanced degree in a related field.
- Minimum 10 years of professional experience overall, with a minimum of 5 years experience in operations, facilities, public spaces, placemaking, events, or hospitality industries.
- Superior communication and relationship-building skills with a diverse set of people including staff, partners, clients, board members, and corporate stakeholders.
- Demonstrated knowledge and understanding of successful urban public spaces, operations, and operations strategies.
- Tactical level understanding of the Downtown Detroit public space ecosystem and infrastructure
- Experience developing and managing budgets and financial analysis.
- Demonstrated success in managing and directing contractors and vendors.
- Ability to plan and execute various operational transitions year-round, resulting in real-time adjustments and management.
- Experience managing multiple projects simultaneously in a fast-paced and often changing environment.
- Meticulous attention to detail, highly organized.
- Positive attitude, problem-solver.
- Proficient in information technology systems, and software, including Microsoft Office and Salesforce.
- Ability to work evenings and weekends, when necessary, both indoors and outdoors, under varying weather conditions. Responsibilities include a physical presence in the DDP public spaces spread across Downtown Detroit.

**Interested candidates who meet the required qualifications should submit a resume and cover letter to [resumes@downtowndetroit.org](mailto:resumes@downtowndetroit.org) with the subject: Director, Public Spaces Operations.**

This is a full-time position with on-site presence required in our spaces spread across Downtown Detroit, and includes occasional nights and weekends.

The Downtown Detroit Partnership does not discriminate in employment opportunities or practices based on race, color, religion, sex, sexual orientation, genetic information, national origin, age, disability, military status, veteran status or any other characteristic protected by law.

We believe that inclusion, diversity and equity is about creating a culture that embraces the uniqueness of individuals and is representative of our Downtown Detroit stakeholders. We actively work to recognize, develop and promote initiatives towards inclusion, equity and diversity in our hiring, promotion policies and organized events.