



Director of Services

THE ORGANIZATION

The Union Square Business Improvement District DBA The Union Square Alliance (Alliance) is a 501(c)(4) non-profit organization that serves members and creates a high-quality visitor experience by managing and activating public spaces, attracting new investment, and advocating for the Alliance's future success. Funding for the Alliance comes from property tax assessments (\$6.3mil/year) over a 27-block area around Union Square in San Francisco as well as donations, sponsorships, and grants. The Alliance's objectives are to improve safety and security in the district; increase its cleanliness; enhance the visitor experience and the beauty of the area; define and brand the neighborhood; activate our public spaces; promote the district and the businesses located within it; provide a welcoming environment for visitors; help people effectively navigate the district; increase the economic viability of the area; and create an ideal place to live, work, and visit through maintenance and public safety measures, marketing, advocacy, streetscape improvements and public realm initiatives.

The organization has been in existence since 1999 but was renewed and expanded by vote of the property owners located within the district and the City and County of San Francisco's Board of Supervisors in July 2019 for a new 10-year term. The Alliance recently hired a new Executive Director and in early 2022 will be conducting a new strategic planning session. This position will participate actively in the building of that plan and ultimate execution.

Working together with the City of San Francisco (City), the Alliance is committed to ensuring Union Square remains a world-class destination as well as a safe and vibrant community for those who live and work here. You can find out more about the organization at <http://www.visitunionsquaresf.com>

POSITION DESCRIPTION

This position oversees the clean and safe services (as provided by contractors) of the Alliance as well as being the supervisor of the Services Manager and Senior Project Coordinator. These services include daily street sweeping and cleaning, litter and graffiti removal, pressure washing/steam cleaning of all sidewalks in district, the ambassador program, and management of member services center, and oversight of the SFPD 10B officers and private security services. The Director of Services will also manage the operations of the security camera program providing maintenance and upkeep, installation, management, and outreach services to members and to the SFPD. This full-time exempt position reports to the Deputy Director. The Director of Services will work



9:00am – 5:30 M-F but additional hours (including overtime) will be required on certain weekends and nights.

PRIMARY RESPONSIBILITIES

The primary responsibilities of the Director of Services are outlined below.

Services Providers: The Director of Services is responsible for the management and ongoing evaluation of the Alliance’s services partner (Block by Block and Legion Security) and will help ensure the services partners are delivering on the requirements as outlined in the Alliance’s Management Plan and per the contract between Alliance and Service Providers. This may include evaluations of services, membership surveys, third party independent evaluations, staff audits, banked hours report (BHR) accounting, ensuring adequate staff training and plan regular trainings with Operations Managers and Supervisors, and the capturing of data and reporting (see District360 below).

Cleaning & Maintenance and Public Safety Projects: The Director of Services is responsible for managing and implementing cleaning and maintenance projects and public safety projects (to be developed in the Alliance’s strategic plan in 2022). Some of these projects may include:

- Annually negotiating service rates and staffing levels and budgets with service provider,
- Performing evaluations and reviewing ongoing cleaning ambassadors and steam cleaning services,
- Review Service Provider monthly operations reports and check for accuracy and make improvements when needed.
- Cost/benefit analysis of outsourcing services vs. bringing services in house.
- Distributing surveys, developing outreach materials (with the Director of Marketing) to help improve cleanliness of district and educate members about service levels.
- Walking district on a regular basis to identify potential issues and developing and maintaining punch list of issues and working with Services Provider and community on solutions,
- Working with Recology, PGE, Public Works on issues as they arise,
- Illegal dumping management and developing plans for mediating.
- Union Square Cares initiatives (homeless services).
- Manage and evaluate Union Square private security services.
- Working with SFPD and other City Representatives and service provider on ongoing quality of life issues.

Services and Retail Theft Committee: The Director of Services working with the Services Advisory Committee Chair will develop agendas, take minutes, recruit new members and manage the regular and special meetings of the Services Committee, the



Retail Theft Prevention Committee and any future sub-committee or working groups. The Director of Services will assist the Retail Theft Prevention (RTP) Committee Chair with scheduling, locations, and agenda development. Management of both committees should encourage volunteer engagement and lead to recommendations to the Board of Directors on service improvements, contracts and pilot programs

Member Services Oversight: The Director of Services will be the manager of the Services Manager. Working together they will manage a 24/7/365-member services center and the Member Services Team (4-5 full-time employees). Member Services are available to the Union Square community. Member Services receives calls and e-mails requesting cleaning and safety matters as well as handles all requests for video from the Alliance's security camera network. Member Services dispatches the Union Square services providers team to address these issues as reported. In addition, the Member Services team records these requests in District360 (Salesforce) and monitors clean and safe team incident reports and data.

District360 (Salesforce): The Alliance implemented District360 (Salesforce) database in 2020-2021 to capture data from addressed incidents reported by the clean and safe team (Block by Block) as well as to capture member and stakeholder requests for service. This data is linked to properties in the district to enable by-property reporting of incidents. The requests for service are recorded and closed in the system when addressed by the clean and safe team. The Member Services team oversees the capturing of data (input by the clean and safe team) and requests for service and reporting of data on the monthly operations reports and Annual and Mid-Year reports. All Alliance staff are required to use Salesforce/D360 as our primary contact management database.

Union Square Park: The Alliance provides daily ambassador and cleaning services to Union Square Park. The Director of Services will oversee the contracts for these services and will ensure the Clean and Safe services providers are providing the staffing needed to fulfill the contract requirements. In addition, the Alliance provides event setup services including laying of plywood for event load in and out, providing tables and chairs, barricades and use of green room (in garage). The Director of Services will develop quotes and proposals for these services for the businesses and organizations having in the Park and will ensure services are delivered by Clean and Safe team or by other vendors as needed.

Security Camera Program: The Director of Services will work with the Deputy Director on the security camera program (450 camera views). The Director of Services will assist the Deputy Director with stakeholder outreach to find properties/businesses interested in participating in program. The Director of Services will manage the security camera vendor (Applied Video Solutions) and help determine installation strategies, develop proposals and diagrams. The Director of Services will oversee the security



camera vendor installation work after agreements have been reached with property owners. The Director of Services and Member Services Manager will manage the Member Services Team (4-5 staff members) and provide video requests as needed and provide video training and management to the Member Services team and will act as primary emergency contact for SFPD as needed. The Director of Services will interface with the District Attorney's office and respond to any court subpoena regarding the provided video. The Director of Services will develop a system to collect metrics and data regarding usage and integrate that data into the service provider's monthly operations reports. The Director of Services will partner with the service provider to develop a cleaning and maintenance schedule for every Alliance camera and monitor their execution of the cleaning.

Public Realm and Street Furniture: The Director of Services will manage the maintenance and sponsorships for a fleet of 27 Bigbelly trash receptacles. This includes maintaining the receptacles, ordering repairs, replacing branding as needed (due to damage or vandalism) and ensuring they are properly functioning. Sponsors pay for some of the cans and the Director of Services is responsible for selling sponsorships. In addition, the Alliance has Terracycle cigarette butt recycling units, street furniture that is put out in Maiden Lane daily (by the clean and safe team) and in Hallidie Plaza. The Director of Services ensures that all the equipment is put out correctly and it is replaced when damaged or as needed.

Other: Other tasks and projects may be assigned to the Director of Services at the discretion of the Executive Director or Deputy Director.

REQUIREMENTS/QUALIFICATIONS

Candidates considering applying for this position should have some of the following qualifications:

- Bachelor's degree from accredited university, Master's Degree a plus.
- Minimum of 5 years of experience in property management or large-scale cleaning/maintenance or security contract management.
- Experience with hospitality businesses
- Experience with public space management
- Experience with security camera networks and video technology
- Experience working with City of San Francisco Departments (Public Works)
- Experience with Business Improvement Districts a big plus
- Ability to manage a variety of tasks including, hiring, procurement, administration, database management, and general office maintenance
- Experience with databases and Salesforce (District360).
- Advanced skills in the Microsoft Office required (Word, Excel, Outlook, SharePoint and Power Point)



- Excellent interpersonal skills with the ability to communicate effectively with the public, board members, community and staff
- Excellent written communication skills and organizational skills and the ability to juggle multiple tasks and priorities
- Experience working with the City of San Francisco and/or Non-Profit Organizations a plus
- Applicants must be eligible to work in the United States.

COMPENSATION & BENEFITS

The compensation range for this full-time regular position is \$125,000-\$150,000 per year dependent on experience and qualifications. The Alliance offers a benefit package that includes health, dental and vision insurance (100% employer paid for employee), vacation, sick, and holiday paid time off, and an employer-sponsored commuter benefit up to \$150/month. In addition, the Alliance has a 401K plan and has an employee professional development allowance of up to \$2,000/year.

TO APPLY

To apply for this position, please email a cover letter and resume to hire@unionsquarebid.com by January 14, 2022.

*The Union Square Alliance is an Equal Opportunity Employer.
Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.*