



84 Walton St NW #500  
Atlanta, GA 30303  
P: 404.658.5910  
F: 404.658.1919  
**AtlantaDowntown.com**

## **VICE PRESIDENT, OPERATIONS POSITION DESCRIPTION**

### **ABOUT ADID**

The Atlanta Downtown Improvement District (ADID), founded in 1995 by Central Atlanta Progress (CAP), is a public-private partnership and 501(c)3 nonprofit, charitable organization that strives to create a livable environment for Downtown Atlanta. With a board of directors of nine private and public sector leaders, ADID is funded through a community improvement district and oversees 220 blocks and a daily population constituency of 225,000. To learn more about ADID and CAP visit [atlantadowntown.com](http://atlantadowntown.com)

### **OVERVIEW**

The Vice President, Operations leads ADID activities that ensure Downtown Atlanta remains a welcoming place for all who live, work, and visit. The position oversees the Downtown public space environment and ensures that Downtown is clean, feels safe, landscape elements are properly maintained, and social outreach is impactful.

The Vice President serves as a primary liaison in public-private partnerships for the Downtown constituency with the city, county, state, and federal governments, MARTA, Georgia State University, and other partners regarding ADID program areas of public safety and public space maintenance.

The Vice President, Operations works with the other ADID and CAP management team members to plan for and implement services. The position responds to executive management and the Board and stakeholders in planning for and implementing services and initiatives. The Director is responsible for collecting data, authoring reports, measuring the success of identified goals and consumer confidence in the Downtown area.

The Vice President must be an effective communicator and team leader with a strong understanding of urban place management clean and safe industry standards and public-private partnership programs and how best to support the team in engaging these partners and constituents.

### **ESSENTIAL FUNCTIONS**

Under the direction of the Chief Operating Officer of Central Atlanta Progress (CAP) and by directing the Managers or Senior Managers of Maintenance Operations, Safety and Hospitality, and Supportive Services Outreach managers and teams, the Vice President, Operations is responsible for:

1. Providing and continuously improving all field operations services pursued by ADID and relating to the Downtown public space environment.
2. Overseeing the strategic deployment of personnel to administer services in the public realm and adjusting accordingly to changing circumstances; and
3. Coordinating all aspects of operations and related public and private security efforts to ensure ADID's goal of a safe, secure, and well-managed environment for residents, workers, and visitors to Downtown Atlanta.

This responsibility specifically includes the follow program areas:

### Maintenance Operations

- Cleanliness operations, including oversight of a contracted labor operation responsible for keeping Downtown public spaces (including Woodruff Park) clean, which includes litter and trash removal from walkways, curb lines, streets, and alleys, performing pressure washing, eradicating graffiti, and related special projects.
- Landscape monitoring, planting and maintenance contracted to third-party vendors including street trees and tree wells; sidewalk and median planting strips; hanging streetlight flower baskets; and planter pots. Scope also extends to Woodruff Park, a city-owned park managed by ADID via MOU agreement.
- Support public space 'state of good repair', orderliness, and attractiveness by monitoring, reporting, tracking - and in some cases repairing - damaged or inoperable street, sidewalk and park conditions, furniture, or equipment.

### Safety and Hospitality

- Management of the ADID Ambassador Force, a 43-person hospitality and safety team that supports the Downtown community, as well as the convention and tourist constituency. Ensuring the on-going visibility of Ambassadors in the public realm providing varied elements of hospitality and safety services. Program also includes the use of off-duty sworn police officers.
- Direction of the team of Woodruff Park Attendants who are responsible for monitoring activity within and surrounding the park, including enforcement of park rules (codified by the City of Atlanta), as well as park program rules including responsibility for the safe keeping of all park property and equipment.
- Monitoring and supporting crime control measures and security consulting on a comprehensive and inclusive level to the Downtown area, addressing security, emergency preparedness and response, business continuity, and large special event support. This includes coordination of security technology platforms among public and private partners.
- Coordination and customer service functions with property and business owners, managers and tenants, public and private security organizations active in Downtown Atlanta including coordinating and serving as liaison with the 11 public safety agencies active Downtown, in addition to other federal and state agencies and other agencies so that services are coordinated and responsive to Downtown's dynamic environment.

### Supportive Services Outreach

- ADID believes that a livable, vibrant, and economically robust Downtown must reflect our community's shared values, which means taking an active role in social issues and supporting Downtown service organizations that provide for those in need.
- The goal of ADID's supportive services outreach is to invert the burden of street homelessness away from those in need by connecting them to supportive services through a redemptive--rather than punitive--trauma-informed outreach approach
- The outreach team was launched in late 2020. The 6-member team is deployed as a mobile outreach initiative that strives to be a timely response to non-criminal, non-emergency quality of life, business nuisance, public disturbance, substance use, or mental health concerns and serves as a direct path away from Downtown streets into shelter beds.

**WORK EXPERIENCE AND SKILLS DESIRED**

The position requires a combination of skills and experience including, but not limited to the following:

Experience With:	Skills In:	Ability To:
<ul style="list-style-type: none"> <li>• Management and leadership of diverse teams</li> <li>• Managing contracts, evaluating contractors, negotiating contracts, ensuring contractor meets contract obligations and mediating contract discrepancies</li> <li>• Public-private partnership organizations - Downtown or urban place management districts are a plus</li> <li>• Addressing issues related to homelessness</li> <li>• Higher-education degree in related fields or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Customer service, human relations, and interpersonal relationships</li> <li>• Project management, specifically leading teams through strategic initiatives</li> <li>• Developing and sustaining community and public relationships and partnerships</li> <li>• Written and verbal communication skills, including public speaking</li> <li>• Analytical and critical thinking, and problem-solving</li> </ul>	<ul style="list-style-type: none"> <li>• Manage multiple projects and respond to changing needs</li> <li>• Produce reports and analyses on deadline</li> <li>• Perform business-minded financial management, including budgeting, and cost control reporting</li> <li>• Work independently and within a team environment</li> <li>• Present information to expert and non-expert audiences</li> </ul>

The ideal Vice President, Operations will:

- Have the capacity to support all organizational initiatives, maximize results and have a proven track record in building, managing, and mentoring diverse teams to ensure that they are effective in pursuing established goals.
- Possess the insight to gain buy-in from various stakeholders, and orientation as a team player and leader with effective management skills, and a nimble mindset that informs strategy and operations by factoring data and on-the-ground realities.
- The ability to succeed in a distinct and dynamic culture and easily network and establish rapport and connections with individuals and groups within and outside of ADID.
- Be committed to implementing practices, as well as a culture that reflects the values of the Atlanta Downtown Improvement District.
- Be an impassioned city-builder who is optimistic and excited about the future of Atlanta and Downtown

Atlanta Downtown Improvement District, Inc.

Vice President, Operations

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### **COMPENSATION**

Compensation Employment, including benefits, is provided through Atlanta Downtown Improvement District, Inc. ADID is an equal opportunity employer and will consider all qualified applicants for employment without regard to age, disability, religion, creed, political affiliation, race, color, sex, marital status, sexual orientation, or national origin. ADID offers employees a competitive benefits package including health insurance, dental insurance, short-term disability, and a 401(k) savings program. The salary range for this role is between \$130,000 and \$150,000 annually, commensurate with experience.

### **APPLICANT INSTRUCTIONS**

Interested applicants should e-mail a letter of interest and their resume to Sid Jackson, Director, Human Resources at [sjackson@atlantadowntown.com](mailto:sjackson@atlantadowntown.com) Only those applicants deemed qualified will be contacted. No phone calls, please.