



Director of Operations & Services

Position Description

Position Specifics

Reports To: Executive Director, but may take direction from the Deputy Director

Direct Reports: Public Space Manager

Type: Full-time, exempt position

Location: Work conducted in person at the district's offices in Downtown San Francisco

Hours: While work hours are typically 9:00 a.m. to 5:00 p.m., Monday through Friday, some evenings and weekend work may be required for special events and activities, and program audits.



About the Downtown SF Partnership

Formed in 2020, the Downtown Community Benefit District DBA “Downtown SF Partnership” manages the 43-block area that serves the Financial District and Jackson Square by providing supplemental services to properties and businesses, which include enhanced cleaning and safety services, traffic mitigation, marketing and promotion, and public realm improvements. The Downtown SF Partnership is funded by property assessments (\$4.2M/year) and as a 501c3 non-profit organization can seek donations, sponsorships, and grants.

Post-pandemic, we're highly focused on reimagining Downtown SF and sparking a new downtown economy. We recently published the Public Realm Action Plan, which provides a roadmap and strategies to do just that. Several pilots have been launched as well, which includes Let's Glow SF. The 10-night activation brought 40,000 people downtown and created a \$2.2M economic impact. We also commissioned a 1,900 on-street mural and revitalized an alley with new lighting. This position will play a crucial role in place management programs. Join us and be a part of this exciting momentum.

Position Description



The Director of Operations and Services is a new position and will serve on the organization's leadership team, executing cleaning and safety deployment strategies, ensuring the highest quality of vibrant and welcoming public spaces, and overseeing service provider contracts with professionalism and accountability. The Director of Operations will implement the place management goals as outlined in the Management Plan and Strategic Plan.

Cleaning and safety services are provided by a service provider with a team of 30 ambassadors and supervisory staff under a \$2.2M contract. The current hours of these operations are 6 am – 8 pm daily. A local non-profit partner is contracted to provide compassionate homeless outreach. Supplemental services may be provided by additional providers. The Director of Operations will innovate and create new programs to increase the district's value to stakeholders.

Position Duties

Management & Administration (20%)

- Supervise the Public Space Manager and provide semi-annual project and professional goals and performance reviews. Their role is to provide on-the-ground support for public realm projects, events and activations, and operations.
- Manage budgets, annual billing rates, insurance requirements, and permits for programs.
- Review vendor reports and invoices on services provided for accuracy.
- Oversee production of monthly operations reports and other reports as requested.
- Ensure timely resolution of work and purchase orders.
- Write RFPs and manage process to hire any new vendors and service providers.

Clean & Safe Program Management (30%)

- Oversee all aspects of the cleaning and safety services provided to property owners and businesses.
- Lead the Clean & Safe Committee and any sub-committees or working groups by presenting operational reporting and facilitate discussions to improve services and pilot new programs.
- Conduct regular district walks for quality control and identify problems requiring immediate solutions.
- Audit related programs and services for effectiveness, responsiveness, and professionalism and identify improvements.
- Research industry best practices and deploy innovative pilots and programs.
- Oversee production of monthly operations reports and other reports as requested.

Place Management (20%)

- Ensure public realm assets are kept clean and proper working order. We currently have 100 street banners, 35 Bigbelly smart trash receptacles, 60 Terracycle cigarette butt containers, and moveable tables and chairs in certain public spaces.
- Provide safety and security plans for events and activations and deploy safety ambassadors, private security and 10B SFPD police officers as needed.
- Ensure public spaces, plazas, backstreets, and public art we manage are clean, safe, and vibrant.
- Manage public space greenery and landscaping contracts in consult with the Deputy Director.

Partnerships & Community Collaboration (10%)

- Cultivate relationships with city departments to advocate and deploy resources where needed.
- Regularly meet with the San Francisco Police Department to address crime and safety concerns.
- Work with Recology and Public Works to mitigate trash management issues.
- Collaborate with social service agencies and nonprofits on homeless outreach services.
- Network and make connections with other downtown organizations.
- Regularly meet and educate district stakeholders and businesses on district programs and services.

Mobility Management & Traffic Mitigation (10%)

- Regularly meet with SFMTA to advocate for Traffic Control Officer support during peak commute times and develop traffic mitigation techniques.
- Support the Deputy Director with mobility management goals outlined in the Public Realm Action Plan.

Enterprise Services (10%)

- Work with the Executive Director to oversee the new Downtown Client Services (fee for service) program by creating professional cost proposals, sourcing, and managing vendors to provide services to properties and businesses outside of the district boundaries. This is an exciting new venture to build community connectiveness and increase revenue streams for the organization.

Other special projects and duties as assigned.



Position Expectations:

- Think strategically, keeping the big picture and broad organizational objectives in mind, while also being detailed oriented.
- Demonstrate emotional intelligence and self-awareness, inspire confidence and trust, and welcome feedback.
- Comfortable working in a small, highly-collaborative, cross-functional organization where delegation and hands-on participation are needed to support organizational goals.
- Comfortable with exercising initiative to identify and solve problems with drive, flexibility, resourcefulness, and creativity.
- Work well under pressure and adapt easily to changing situations and priorities, while exercising good judgment and staying focused on overarching goals.
- Interact in an effective, tactful, and professional manner internally, externally and with stakeholders and the public at large, and respond graciously and promptly to the needs and requests of others.
- Ability to analyze data and use critical thinking skills for logic reasoning.
- Dedicated to achieving organizational success and willingness to pitch in and go the extra mile when needed.
- Must be able to engage in a range of physical activity, including standing or sitting at a desk or computer and walking (sometimes on uneven surfaces) for an extended period of time.



Our Mission:

We lead the way in building a thriving downtown where business gets done, people feel welcome, come to explore, and make memories.

Our Values:

Collaboration, Entrepreneurialism, Impact, Celebration

Requirements/Qualifications

- A Bachelor’s Degree in a related field.
- At least 5 years of experience working in field operations, security, or public space management.
- Experience working for a community benefit district/business improvement district, nonprofit, municipal government, property management or related is a plus.
- Familiarity with how to work with city departments and agencies.
- Ability to manage and lead team members to produce successful results.
- Excellent implementation and execution skills.
- Ability to use qualitative and quantitative data for storytelling and drive decision making.
- Experience in working with broad community stakeholder groups.
- Ability to work independently.
- Advanced skills in the Microsoft Office Suite required (Word, Excel, Outlook, PowerPoint, SharePoint).
- Experience with databases and CRMs.
- Excellent interpersonal relationship building and public speaking skills.
- Skills to produce budgets and professional presentations.
- Applicants must be eligible to work in the United States.

Compensation & Benefits

Salary Range: \$110,000 - \$125,000 (depending on experience and qualifications)

Downtown SF Partnership offers a competitive salary commensurate with experience and skills, and a comprehensive benefits package that includes 100% employer paid healthcare, dental and vision plan, 3-weeks PTO, 14 paid holidays, additional PTO the week between Christmas and New Year’s, up to \$280 monthly pre-tax commuter benefit, 401k plan with a 3% employer match, life insurance policy, and eligibility for employee bonus incentive program. The organization also offers opportunities to attend conferences, workshops, and community networking events.



To Apply

Downtown SF Partnership is an equal opportunity employer and welcomes candidates with diverse backgrounds and life experiences. To apply for this position, send a resume and a thoughtful cover letter to Robbie Silver, Executive Director at careers@downtownsf.org with “Director of Ops” in the subject line. **The deadline to apply is Friday, October 21, 2022, at 5 pm.**