



Program Director

The Downtown Worcester Business Improvement District (BID) is seeking a Program Director to lead the organization's maintenance, beautification, and placemaking programs and help grow its services. This role will oversee the BID's largest vendors, including our vendor for Cleaning and Hospitality Ambassadors who are deployed throughout our district, as well as our vendors for snow removal and our flowers program. Guided by the organization's [2020 Placemaking Action Plan](#) and [2021 Downtown Rapid Recovery Plan](#), the Program Director will implement the organization's beautification and placemaking priorities. The BID seeks an experienced professional to join a committed team as we build on our successful track record and work to grow and sustain the organization. The ideal candidate will have exceptional managerial skills and an enthusiasm for urban place management.

The Downtown Worcester BID is a non-profit organization that represents the owners of more than 100 properties within approximately 78 acres in downtown Worcester, Massachusetts. The organization seeks to create a unique sense of place through enhanced investment and development, establishing and sustaining a vibrant, welcoming, and economically viable district for all stakeholders.

Duties and Responsibilities

- Gain a comprehensive understanding of BID's programs and operations to provide oversight and quality assurance of our vendors' delivery of services within allotted budgets.
- Work with the Cleaning and Hospitality Ambassador Program's Operations Manager to evaluate maintenance, security, and hospitality needs and customize operations based on available resources to meet expectations.
- Oversee and manage a variety of other vendors, including snow removal and beautification operations, assigning priorities, and allocating resources.
- Develop and implement public art projects, storefront activation, and other placemaking activities.
- Manage the logistics and coordination of BID events and community meetings, including planning, permitting, execution, and debriefing.
- Collaborate with other Downtown Worcester organizations and facilitate and creatively assist those planning events within the BID's boundaries.
- Provide a visible presence and monitoring in the field to ensure quality performance and contract fulfillment and advise of adjustments when necessary.
- Prepare, manage, and monitor program budgets.
- Assist Executive Director in applying for grants, responding to requests for proposals (RFPs), soliciting sponsorships, and developing other service proposals.
- Participate in the evaluation of programs, projects, and events, and implement improvements to ensure consistency and awareness of services.
- Cultivate and maintain professional relationships with vendors, City staff including Police and Public Works employees, property/building managers, and arts and culture organizations.
- Provide excellent customer service to property owners, businesses, residents, and visitors.
- Serve as the staff liaison to the BID's Beautification & Placemaking Committee, prepare reports for the BID's Board of Directors, and assist in planning and coordinating committee meetings as needed.
- Complete special projects and other duties as assigned.

Requirements and Experience

- Bachelor's degree and 5-7 years of relevant work experience.
- Prior experience in program/project management, operations, event planning, nonprofit management, or related field is preferred.
- Familiarity with or experience in a Business Improvement District or with Downtown Worcester is a plus.
- Problem solving abilities, implementation and execution skills, ability to balance shifting priorities, and "can do" mindset.
- Effective written and verbal communication skills and familiarity with developing grant or service proposals.
- Ability to manage, motivate, and inspire others to produce successful results.
- Ability to work both collaboratively and independently.
- Ability to work a varied schedule when needed, including occasional nights and weekends.
- Competency with MS Office programs (Word, Excel, Outlook, PowerPoint).
- Must have a valid driver's license.

Compensation

\$65,000-\$75,000, commensurate with experience, plus a competitive benefits package, including health and dental, health reimbursement account, vacation, disability and life insurance, and 401k.

To Apply

Email cover letter and resume to hire@downtownworchester.org. Candidates are strongly encouraged to submit applications by January 27, 2023. Applications will be accepted until the position is filled, with priority given to those received by this date.

Downtown Worcester Business Improvement District is an equal opportunity employer.