

Center City District
660 Chestnut St
Philadelphia PA 19106

Center City District, a Business Improvement District located in Philadelphia PA is seeking a Senior Manager, Training & Employee Development, to join our on-street Operations Team.

Under the guidance and expectations set by the VP of Operations and the Senior Director of the Community Service Representatives (CSRs) program, the Senior Manager for Training and Development assumes the lead role in coordinating and facilitating the training of both CSRs and other supervisors in the performance of their role as visible, welcoming and reassuring on-street presence, engaging those who work and live in Center City, as well as shoppers and tourists. Collectively, these efforts support the mission of the CCD to keep Center City clean, safe and attractive. The Senior Manager will work with other team leaders and CSRs to assure high quality point of contact public engagement as CSRs visit ground floor businesses and front-line office building staff in their assigned Service Areas and engage in place management problem-solving activities. The Senior Manager help train other team leaders who oversee CSRs and who publicly represent the CCD brand, share, timely and useful information about the public space management services of the Center City District, as well as reporting public safety concerns of residents and businesses, including those observed by CSRs.

ESSENTIAL JOB FUNCTIONS

The Senior Manager is an outgoing and proactive coordinator and program facilitator who prepares the supervisors and CSRs who actively engage those in Center City to communicate clearly and provide exceptional customer service to those seeking to enjoy the diverse cultural, business, restaurant and entertainment attractions of Center City or when assisting in resolving problems. Essential to this role is the ability to stay current on activities, issues and challenges within Center City and to assist other supervisors in building a proactive public engagement team, involved in place management, customer service and reporting public safety concerns. The person will be in charge of overseeing and keeping current the training program for the whole CSR program. The Senior Manager will work very closely with the HR Department and create and execute variety of training programs for the CSR staff ongoing basis.

KEY RESPONSIBILITIES

- Oversee and coordinate the training program for CSR supervisors and CSRs who serve as a Goodwill Ambassador for the Center City District to our residents, building and business owners, workers, and visitors;
- Responsible for designing, leading and implementing talent development programs that engage, align and inspire the CSR team
- Manage effective training programs by creating and facilitating training materials, content development activities to include visuals, and face to face instructor led materials
- Collaborate with HR partners to deliver new hire orientation and employee onboarding programs to integrate new employees into the organization, partner with the CSR management team to ensure all employees are trained and continue to develop and advance.
- Oversee employee recognition program; design and implement programs that recognize high performing team members to promote positive approach on performance management
- Communicate effectively with staff, peers and the senior management, displaying accuracy and attention to detail in both verbal and written communications;

- Oversee CSR compliance with the confidentiality of all proprietary information, as well as information shared by the outside partners, as well as CCD policies and procedures and the Collective Bargaining Agreement;
- Partner with the Senior Director of the CSR program and HR to provide constructive counseling and other disciplinary processes for the CSR program
- Achieve certification in CPR and First Aid procedures to assist members of the public in required situations

PHYSICAL REQUIREMENTS

- Ability, when communicating, to use a hand held, two-way radio requiring manual dexterity and other electronic devices provided by the CCD;
- Ability to walk and stand for extended periods in varied weather conditions;
- Must be able to observe activity within the CCD's boundaries and report as appropriate;
- Must be able to work outside in inclement weather with moderate exposure to varied weather conditions.
- Ability to work 5 days a week, onsite in Philadelphia, PA

Requirements

- Associates degree in Business or related field or equivalent experience required.
- Experience managing diverse teams that delivers high level customer service
- Energetic, outgoing personality with excellent customer service skills;
- Extensive experience in training; ability to analyze and understand training needs.
- Ability to create high quality training materials and can plan & execute ongoing training to a large, diverse audience.
- Proven experience in employee engagement and employee development
- Hands on, active team leadership and supervision skills; can motivate and influence a large, diverse group.
- Experience in managing performance for a large, diverse employee base
- Must be fluent in the English language in both oral and written communication; fluency in other languages a plus;
- Ability to work independently and well with others in team environment and support the CCD in a wide variety of activities;
- Experience in CBA work force
- Must be flexible to work both day and evening hours as needed;
- Prior experience in law enforcement, military or public service preferred.

Qualified Candidates can apply at

<https://recruiting.paylocity.com/recruiting/jobs/Details/1716410/Center-City-District/Senior-Manager-Training-Employee-Development-CSR-Program>