



Who we are:

Founded in 1997 as a private nonprofit place-management organization, the DowntownDC Business Improvement District (BID) is a catalyst, facilitator, and thought leader in diversifying the economy, promoting public-private partnerships, and enhancing the downtown experience for all. We oversee a 138-block area of approximately 520 properties and numerous parks and public spaces, from Massachusetts Avenue NW on the north, including the Walter E. Washington Convention Center at Mount Vernon Square, to Constitution Avenue NW on the south, and from Louisiana Avenue NW on the east to 16th Street NW on the west.

Position Summary:

DowntownDC BID is looking for a full-time **Director of Public Space Operations**. The Director of Public Space Operations is a senior-level professional responsible for the daily management of the downtown public realm, which encompasses public waste and litter removal, cleaning, graffiti removal, public space beautification, wayfinding, infrastructure maintenance, outreach, landscaping and green space management, and constituent and stakeholder engagement.

The Director of Public Space Operations will work with the BID President & CEO and the COO to address both actual and perceived safety and security issues by providing and coordinating services, facilitating community outreach and engagement, and creating opportunities for shared learning and communication in monthly meetings and forums. This role will lead a team of 80+ dedicated Safety/Hospitality and Maintenance Ambassadors (SAMs).

In addition, this role will work closely with other departments and stakeholders to ensure the safety, cleanliness, and overall functionality of the DowntownDC BID public spaces.

This position also supports the execution of special events and programs and leads the delivery of on-street hospitality services. The Director of Public Space Operations achieves high-quality service delivery through the development and operation of efficient operational systems and quality assurance mechanisms, and through effective leadership in managing staff and financial resources.

The position also supervises private sector delivery of landscaping and public space cleaning services and frequently interacts with local and federal government agencies.

The scope of this position is broad. The level of initiative and independence is at the highest level. The position carries considerable decision-making authority and requires excellent judgment, management skills, and leadership abilities.



Responsibilities:

- Directs, through line management, all on-street services provided by the Downtown BID, supplemental cleaning, litter removal, beautification, and event and program support.
- In the above areas, determines priorities, identifies, and assigns project teams, develops assessment and evaluation tools, establishes procedures, and oversees planning and implementation to ensure the cleanliness and aesthetic appeal of the public spaces.
- Ensures meaningful goal setting, measurable outcomes, and accountability for all sets and ensures deliverables.
- Develops and oversees budget preparation, for public space maintenance improvements.
- Negotiates and administers contracts with outside vendors for maximum service and cost-effectiveness.
- Oversees development and implementation of data collection and evaluation tools and performance measurements to ensure effective delivery of services to all constituents.
- Convenes property managers, public safety stakeholders (local law enforcement, security providers, emergency preparedness agencies, business owners), and other stakeholders to provide effective communication channels and problem-solving opportunities.
- Creates and enhances partnerships as liaison with senior management levels of the DC Department of Public Works and the National Park Service, to ensure maximum attention to cleanliness in the BID area.
- Ensure all relevant operations functions, including though not limited to Technical Governance, Operations, Business Development, and Commercial management are suitably informed as to the status of the bid/opportunity pursuit.
- Sets policies and approves procedures for scheduling, monitoring, and evaluating the performance of all Downtown SAM employees; oversees training plans, project strategies, disciplinary actions, and safety awareness.



Requirements:

- Bachelor's degree in public administration, management, criminal justice, organizational management, or related field required.
- Minimum of seven years of management experience in the service industry, municipal government, business improvement districts, convention, and hospitality services or public space management; at least five years at the Director level, preferably in a BID, urban partnership, or closely- related environment.
- Excellent communication and interpersonal skills, including demonstrated ability to articulate the BID's philosophy and position to a wide range of audiences. Demonstrated ability to work with, and foster partnerships in, both the public and private sectors.
- Demonstrated fiscal and business management skills, to develop, manage and track budgets and contracts, handle multiple priorities, and execute projects to timely completion.
- Demonstrated ability to manage and motivate employees at all levels of the organization; high degree of judgment, and problem-solving ability required. Hands-on leadership and a proactive approach are essential.
- Knowledge of local laws and regulations related to public spaces, preferred.
- Passion for creating and maintaining vibrant and welcoming public spaces that enhance the quality-of-life to the DC community.
- All staff positions utilize standard business software and electronic communication.

How to apply:

Applications must be received by November 6th, 2023, to ensure maximum consideration. To apply, please email a copy of your resume and cover letter detailing your relevant experience to adminjobs@downtowndc.org

Please send documents in PDF format, and title the email with the subject line “**Director of Public Space Operations** - Your First Name and Last Name”; for example: Director of Public Space Operations - John Doe.

Submissions without requested items may not receive full consideration. References will be requested of candidates who receive further consideration. Due to the volume of applications we receive, we are unable to respond to queries about application status and will only reach out to candidates we pursue further. Employment offers are conditional upon a successful criminal background check and screening for illegal substances.



BID Employment Conditions:

DowntownDC BID employees must have received or be willing to receive the COVID-19 vaccination by the date of the hire to be considered. Proof of vaccination is required.

Affirmative Action/Equal Employment Opportunity

As an Affirmative Action/Equal Opportunity Employer, the DowntownDC BID is committed to excellence through diversity; the BID recruits, employs, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected statuses as required by applicable law. Please note that all new BID employees must have permission to work in the U.S.; therefore, employment eligibility verification is required.