

**“With pride, we make public spaces friendly and vibrant for the communities that we serve.”**

Block by Block is seeking to hire a Regional Vice President of Operations to provide support to our customer base throughout our MID-SOUTH Region. This region currently consists of approximately six locations. If you are someone who loves a challenge and enjoys being “boots -on- the- ground”, making things happen for customers and local service leaders, then this is the perfect role for you.

Our Regional Vice Presidents build lasting relationships with our customers and continue to grow their regions with new clients and new services while overseeing and providing the local operations of each of account and client with expertise and executive leadership.

Specific job duties will include:

- Provide oversight and on-site quality assurance to our existing programs and managers to ensure we are not only meeting but exceeding customer expectations for the delivery of our services.
- Expert and extensive client management experience is required. (10 Years +) Continually working with clients and customers to not only ensure that our local operations are meeting expectations but also finding new ways to enhance the value of services that we provide to the local districts, city or accounts. Working together to find new practices, methods and solutions in order to transform the program location into becoming a premier location for visitors, businesses, residents and entertainment.
- Closely monitoring programs and developing each of the Operations Leaders and Managers that are assigned to the local programs under their direction. Ours is a niche industry and we are often are developing managers from other industries and training commonality.
- Maintaining budgets, growing revenue and providing premier services for the client and profitability. Our billing is very individualized as you can imagine so we need to see a candidate that has 10+ years’ experience or background in budgeting.
- Work directly with our Field Support and Corporate Support systems to ensure the delivery of back-office support for each program.
- This role is one of a real “Road Warrior” 70% Travel is needed; often two cities in a week.
- The variety of skills and KPI’s needed for this role makes experience in the following industry ideally suited for the following industries: Retail District Management, Restaurant District Management, Contract Service Management such as: Landscaping, Cleaning or Janitorial. Any role that includes managing people and projects, sticking to budgets and timeliness.

**We encourage you to apply to this position if you:**

- Enjoy work travel. Our Block-by-Block RVP’s travel at least 2+ weeks every month.
- Like a variety in your day, to include being outside often and hands on leadership.
- Like to problem solve and identifying solutions on the daily. At times this job resembles a “firefighter” going from one place to another finding fires and stomping them out!
- If you like to work with all levels of employees and customers. Leading with many different levels of understanding from Executives to Front-line Employees.
- And finally, if you enjoy working for a large, established company that has great resources but operates with a small work family culture then we’d like to meet you!

Interested individuals should submit a cover letter and resume to:

[employment@blockbyblock.com](mailto:employment@blockbyblock.com)