

## **DIRECTOR, PUBLIC SPACE OPERATIONS**

### **POSITION DESCRIPTION**

#### **BACKGROUND**

The Atlanta Downtown Improvement District, Inc. (ADID) is a not-for-profit, 501(c)(3) corporation formed in 1995 by Central Atlanta Progress to deliver state-legislated, city-approved Community Improvement District services to Downtown Atlanta. ADID's mission is to keep the 220 blocks and 1.7 square miles of Downtown Atlanta clean, safe, hospitable, and vibrant. ADID's field operations programs are focused on public safety, public space cleaning and maintenance, and supportive services outreach to unsheltered residents. ADID also funds major programs in transportation, capital improvements, placemaking, and marketing. To learn more about ADID visit [atlantadowntown.com](http://atlantadowntown.com).

#### **POSITION OVERVIEW**

Reporting to the Vice President, Operations, the Director of Public Space Operations plays a crucial role in overseeing the management, maintenance, and improvement of public spaces within ADID's jurisdiction. This position is entrusted with providing guidance and supervision for all field and administrative functions essential to ensuring the seamless operation of the cleaning and maintenance program. The Director's multifaceted responsibilities include strategic planning, operational oversight, community engagement, and fostering collaboration with a diverse array of partners and stakeholders. The overarching goal is to cultivate public spaces that are clean, orderly, vibrant, and well-maintained, meeting the unique needs of Downtown's diverse community.

ADID's Public Space Cleaning and Maintenance program serves as an additional layer of service, extending beyond the fundamental offerings provided by the City of Atlanta government. The District's comprehensive responsibilities encompass a spectrum of activities, ranging from the maintenance of small public plazas, parks, sidewalks, medians, and gateway areas to conducting enhanced landscaping projects both internally and through contracted landscape professionals. The team addresses safety concerns along sidewalks and other public spaces, manages public areas, coordinates with vendors for the repair of street furniture and related infrastructure, cares for street trees and seasonal plantings, and diligently track and report public infrastructure deficiencies. ADID's hands-on approach underscores a commitment to elevating the quality of public spaces and contributing to the overall well-being of the community we serve.

#### **KEY RESPONSIBILITIES**

The essential functions include, but are not limited to the following:

- Develop, implement, and monitor day to day operations – 7 days a week, 24 hours a day - for public space maintenance, cleaning, and landscape operations.
- Lead a team of approximately 30 employees and manage multiple third-party contracts to effectively deliver program objectives.
- Plan, monitor, and analyze metrics for day-to-day operations to ensure efficient, cost-effective, and timely completion of tasks.
- Program development and refinement with a focus on standards and protocols for strategic improvement within a dynamic urban environment, including initiating and managing special projects to achieve program goals.
- Oversee new landscape, streetscape, and right-of-way enhancements.

- Coordinate team support of placemaking programs and special events that occur within District public spaces.
- Assist with management of all facilities support activities for ADID managed operational facilities and its fleet of vehicles, to include furnishings, utilities, and maintenance service contracts.
- Perform daily field visits to evaluate projects, interact with staff and maintain high-quality work and ensure internal quality control and reporting.
- Ensure consistent reporting, tracking, and correction of public safety and right-of-way deficiencies to and by the City of Atlanta, Georgia Power, etc. including light outages, potholes, other maintenance needs, etc.
- Engage with District property managers, property owners and other stakeholders to address concerns.
- Coordinate with Atlanta Police Department and Department of Public Works Code Enforcement
- Perform duties as contract manager for all service contractors supporting operations.
- Communicate effectively with Leadership, Project Managers, staff, and other stakeholders.
- Oversee budgets and vendors tasked with public area clean-up, landscaping, and the amenities maintained in Woodruff Park (and several smaller “pocket parks”) for the general public.
- Develop and maintain a comprehensive safety program to ensure compliance with OSHA standards, including the management of Safety Data Sheets (SDS); Personal Protective Equipment (PPE) training and use; perform inspections.
- Other duties as assigned.

#### **MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- Minimum of 5 years of relevant managerial experience with proven leadership in property management, public space management, urban planning, or a related field.
- Bachelor's degree preferred in property management, urban planning, public administration, landscape architecture, or a related field.
- Strong leadership and communication skills.
- Knowledge of relevant regulations and laws governing public spaces.
- Ability to collaborate with diverse stakeholders and build strong community relationships.
- Knowledge of multiple operational functions, including budget management, contractor oversight, customer service and employee management.
- Capacity to develop working relationships with public and private entities and stakeholders that share responsibility for the physical maintenance of public areas in the District.
- Proficiency in Microsoft Office Suite (Outlook, Excel, Word, Teams, PowerPoint), with an ability and willingness to learn new software.
- Strong time management skills including the ability to multitask, stay organized and meet deadlines.
- Energized, proactive problem solver with a self-motivated and solution-focused mindset.
- Professional presentation and attitude.
- An understanding and appreciation of ADID’s mission and genuine passion for a vibrant and equitable Downtown Atlanta.

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

This job requires the employee to fulfill certain physical tasks to perform their essential job functions successfully. If needed, ADID will provide reasonable accommodation for individuals with disabilities.

This position requires work both indoors and outdoors including during periods of extreme temperatures. Walking and standing for extended periods are required.

The employee will need to:

- Regularly communicate through talking and hearing.
- Occasionally stand, walk, sit, and reach with their hands and arms.
- Lift and move objects weighing up to 25 pounds occasionally.
- Have good close and distance vision, along with the ability to adjust focus.
- Work in an environment with low to moderate noise levels.

**POSITION CLASSIFICATION (this is not a remote position)**

This is a full-time, 40 hours per week, on-site in-person, exempt position. Standard office hours are 8 a.m. until 5 p.m.

ADID offers competitive compensation, along with a comprehensive benefits package, including personal time off (PTO), health and dental insurance, short-term disability coverage, a commuter benefit, and a 401(k) savings program. Eligible employees may also receive discretionary performance-based bonus pay.

ADID is an equal opportunity employer and will consider all qualified applicants for employment without regard to age, disability, religion, creed, political affiliation, race, color, sex, marital status, sexual orientation, or national origin.

Full COVID-19 vaccination is required for this position. A valid Driver's License is required. Successful completion of a criminal background check and testing for use of illegal controlled substances is required.

**APPLY TODAY TO MAKE A DIFFERENCE**

Interested applicants should e-mail their letter of interest and resume to [hr@atlantadowntown.com](mailto:hr@atlantadowntown.com). Only those applicants deemed qualified will be contacted. **No phone calls, please.**