

## **Public Space Operations Director**

Downtown Ithaca Alliance

Ithaca, NY (On-site)

Full-time; Exempt

Salary range: \$65,000 - \$80,000/yr (commensurate with experience)

### **Company Description**

Downtown Ithaca Alliance (DIA) is both a business Improvement District (BID) and a 501(c)3 not-for-profit organization charged with the revitalization, development, promotion, and management of Downtown Ithaca - the economic, social, and cultural heart of the City and Tompkins County. The DIA strives to make Downtown Ithaca a stronger, healthier, more vibrant, and sustainable place for the people who live, work, play, and invest in the area. The organization focuses on immediate projects and needs as well as longer-term plans and strategies. The DIA works closely with its constituents and partners to provide effective services designed to make Downtown Ithaca a desirable, dynamic, and sustainable place now and in the years to come.

### **Role Description**

The Public Space Operations Director oversees and leads the day-to-day operational activities aimed at enhancing the vitality and attractiveness of Downtown Ithaca. A major component of the role is to lead the Downtown Ambassadors program (comprised of up to 8 full-time, part-time, and seasonal positions) which enacts a robust cleaning and hospitality program as well as supports the events and marketing teams in creating an engaging, vibrant, and successful downtown. The position is responsible for working collaboratively with the City of Ithaca, businesses, property owners, constituents, and coworkers on envisioning and implementing the ongoing maintenance and special projects that ensure Downtown Ithaca is a place for everyone. The successful applicant will have strong skills in the following areas: Operational Leadership, Team Management, Collaboration, Project Management, Budget Management, Community Engagement, Data Analysis and Reporting, and Compliance.

The ideal candidate will be a customer service-oriented leader who has an eye for detail and possesses a strong interest in community development, outstanding leadership skills, and a proven history of successful project management.

### **Qualifications**

- Bachelor's degree in business administration, public administration, urban planning, or in a related field preferred. Equivalent experience may be substituted for education.
- A minimum of 5 years of progressive experience in operations management, property/facilities management, community development, or a related field, preferably within a non-profit organization, municipal government, or higher education institution setting required.
- Strong leadership and team-building skills.
- Exceptional professional customer service skills.
- Excellent communication skills, both written and verbal, with the ability to effectively engage with diverse stakeholders. Ability to maintain detailed written and digital records.
- Demonstrated experience in project management, budget creation and oversight, and strategic planning.

- Knowledge of downtown revitalization principles, urban design principles, and best practices in community development preferred.
- High level of effective time management and ability to balance both hands on operational work and administrative duties.
- Ability to work independently and in a group, prioritize tasks, and adapt to changing priorities in a challenging environment.
- Must be able to exercise common sense, patience, and good judgment at all times.
- Proficiency in Microsoft Office Suite and other relevant software applications.

### **Physical Demands & Work Conditions**

- This job regularly operates in a professional office environment. This role routinely uses standard office equipment, such as computers, phones, photocopiers, filing cabinets, and fax machines. Prolonged sitting and working at a computer may be required.
- Outdoor work in different work/weather conditions is required as necessary. Extreme weather conditions and loud noises may occur. Long periods of standing, walking, and climbing may occur.
- This position involves manual labor. Occasional lifting of more than 50 pounds may occur.

### **Benefits**

- 403(b)
- Health Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Paid time off
- Parking

How to apply: Statement of interest or cover letter and resumes (in PDF format) may be sent to [info@downtownithaca.com](mailto:info@downtownithaca.com) or via the [Indeed position posting](#).

Closing date: Applications will be reviewed on a rolling basis, but we are looking to fill the position immediately.

*Downtown Ithaca Alliance is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. All qualified applicants are encouraged to apply.*