



Job Title:	Director of Place Managers
Report to:	General Manager
FSLA Status:	Exempt
Last Updated: 05.20.24	

Position Summary

The Director of Place Managers (DPM) oversees, plans, and implements all aspects of the Downtown Oakland Safety Ambassador Program (DOSAP). The DPM leads staff in the execution, preparation, and implementation of the program activities. The DOSAP is dedicated to cultivating a vibrant, safe, and welcoming downtown community. Under the comprehensive oversight of the Director of Place Managers, DOSAP plans in Phase 1, to expand its team to include 16.5 new Full-Time Equivalent (FTE) positions, in addition to the 10 Full-Time Hospitality Ambassadors already contributing to the mission. This expansion, bringing the total to 26.5 FTEs under the DPS leadership, signifies a commitment to enhancing downtown safety and hospitality. This senior level position is expected to maintain a working knowledge of significant developments and trends in the [Urban Place Management Industry](#) to provide feedback and strategic opportunities that will help in furthering opportunities for the organization. This position will meet regularly with leadership to maintain organizational effectiveness. The Director of Place Managers reports to and takes direction from the General Manager (GM), but may at times take direction from the President, Chief Executive Officer, or Executive Vice President of Business Operations.

The primary responsibilities of the **Director of Place Managers** will be as follows:

- **Human Resources Management:** Play a central role in human resources management, overseeing recruitment, training, and performance evaluation processes. They will work closely with the HR department to ensure the recruitment of qualified personnel and the development of effective training programs to equip Safety Ambassadors with the necessary skills and knowledge for success.
- **Team Development:** Fostering a cohesive and high-performing team is paramount to the success of the DOSAP programs. The Director of Place Managers will be tasked with nurturing a culture of collaboration, professionalism, and continuous improvement among Safety Ambassadors. Through mentorship, coaching, and team-building initiatives, they will empower Safety Ambassadors to excel in their roles and contribute positively to the overall objectives of the organization. Schedules are not set hours or days and fluctuate according to programmatic needs and management requests.
- **Performance Management:** Ensuring the exceptional performance of Safety Ambassadors is a core responsibility of the Director of Place Manager. They will establish clear performance metrics and goals, provide regular feedback and guidance, and implement strategies to address any performance gaps or challenges. By fostering a culture of accountability and excellence, the Director of Place Manager will drive continuous improvement and elevate the quality of services provided by Safety Ambassadors.
- **Collaboration with the Oakland Police Department (OPD):** Coordinate efforts with the Oakland Police Department (OPD) to utilize daily updated crime maps to supplement deployment of OPD in the Downtown area with DOSAP assets, with DOSAP focusing on property crime hot spots allowing OPD to focus on violent hot spots and trends. Collaborate with OPD investigators on leveraging DOSAP obtained video evidence to solve crimes within the Downtown footprint.

Program Operations

- Hire, train, and oversee all staff assigned to service programs.
- Develop a custom deployment plan to maximize visibility and effectiveness of resources (personnel and equipment).
 - Evaluate daily needs and make adjustments to daily deployment to meet the needs of the program; anticipating issues as well as developing future adjustments to the program.
 - Oversee and maintain schedules for staff, routes, equipment stocking, and stats for ongoing reporting and billing purposes.
- Monitor and record all program statistics. Provide monthly, quarterly, and annual reporting on program metrics and performance.
- Work with management staff and contractor staff to complete specific projects, provide detailed reports, provide feedback, and report any issues encountered.
- Give critical feedback on the program's most pressing issues related to hiring, client communications, and strategic opportunities to enhance the program overall.
- Maintain program budget and monitor costs; submit monthly expense reporting. Meet with the GM and Uptown Downtown Oakland CBD staff to review and recommend changes to the program(s) on a regular basis.
- Provide quality control for the program by conducting audits of work performed on site.

Employee Management

- Provide strong leadership and training for the staff and the entire program with the goal to uplift the staff to maximize their potential and maintain a cohesive team. Ensure team's safety by providing safety talks, safety training, and promoting employee safety.
- Monitor and approve timecards to support payroll weekly. Ensuring accurate timecards are submitted by employees and that hours worked stay within the operating budget.
- Assist Management/HR with recruitment & interview process; support new staff onboarding processes and ensure compliance with all company policies.
- Conduct performance reviews with all employees and provide additional training where needed.
- Work directly with HR to provide detailed counseling and/or disciplinary actions to employees when needed; support and enforce company policies by modeling positive behaviors.
- Maintain compliance with all City, State, and Federal Laws and Guidelines. Provide feedback to management as necessary.

General Responsibilities

- Provide backup support to other team members when on vacation, sick, or out of the office.
- Available to assist other District Works Programs in any capacity needed.
- Ability to work flexible hours, including nights and weekends, as required by program needs.
- Strong leadership and organizational skills.
- Excellent communication and interpersonal skills.
- Ability to develop and implement strategic plans.
- Proficiency in managing budgets and financial reports.
- Competency in software tools relevant to Dispatch operations and data management.
- Must be able to provide on-site supervision and conduct regular performance reviews.
- Ability to handle multiple tasks simultaneously and meet tight deadlines.
- Willingness to participate in continuous improvement processes to enhance program effectiveness.
- Must be able to read, write, and speak English fluently.

Education and Experience

- Bachelor's degree in Business Administration, Public Administration, Urban Planning, or a related field preferred.

- Minimum of 5 years of experience in program management, including at least 3 years in a senior management role.
- Proven experience in managing a Dispatch Center, including oversight of logistical operations and emergency response protocols.
- Demonstrated experience managing relationships with security vendors, including contract negotiation and performance evaluation.
- Project Management Professional (PMP) certification preferred.
- Any relevant certifications related to security management or urban place management.

Benefits and Compensation

- Salary range: \$100,000 - \$150,000 commensurate with work experience, ability, and program contract.
- Employees shall be entitled to consideration of annual performance bonus compensation for each calendar year up to 10% of base salary in the calendar year, prorated for the first year. Bonus awards are based on several factors including completing personal and team goals.
- Employees who have worked for the Company for three months are eligible to participate in the Company's 401(k) plan, which includes an employer match of 100% of the first 3% of deferred savings and 50% of contribution between 3% to 5%.
- Full-time employees are eligible to participate in the Company's Health and Welfare Programs following a brief waiting period. Eligibility begins the first day of the month following 30-days of employment.
Employer Contribution:
 - Medical: The Company contributes \$700 towards the employee's medical benefits premium; the employee is responsible for the remainder of the premium, if any, and will have it deducted from their paycheck on a pre-tax basis. Employee's are responsible for premiums associated with electing benefits for their dependents.
 - Dental: The Company will cover 60% of the employee's premium for Dental
 - Vision: All premiums for the Vision plan are paid by the employee
- Exempt employees will receive a cell phone reimbursement of \$60 per month processed with payroll.
- The Company observes 9 paid holidays annually and will be announced at the end of the previous year. All holidays are subject to change at the discretion of the Company.
- All Company employees receive paid time off for personal purposes. Time off is accrued based on years of service worked.
 - 0-2 Years of Service: 80 hours accrued/year
 - 2-4 Years of Service: 120 hours accrued/year
 - 4 Years and beyond: 160 hours accrued/year
 - Unused PTO will be carried forward up to an accrual cap and will be paid out upon termination
- All Company employees receive paid sick leave for personal or family illness. Accrual is based on one hour for every 30 hours worked; capped at 72 hours.
- All full-time employees are eligible for additional benefits to be used towards mental health services and specific lifestyle merchants.
- Some employees are eligible to receive monthly Employee Appreciation rewards based on hours assigned and worked.