

Flatiron NoMad Partnership

Director of Field Operations | June 2024

Position Title: Director of Field Operations
Reporting To: Vice President of Field Operations

About the Flatiron NoMad Partnership

The Flatiron NoMad Partnership has been the Business Improvement District (BID) for the Flatiron neighborhood in Manhattan for the past 17 years, and recently expanded its service area to fully include the exciting and evolving NoMad area. The Partnership provides supplemental services including sanitation, public safety, social services, streetscape/beautification, and marketing/public programming for the neighborhood's visitors, workers, and residents. We manage the neighborhood's unique public spaces, including the Flatiron Public Plazas, and host events and programs throughout the year that celebrate and promote Flatiron and NoMad's dynamic businesses and experiences.

Position Overview

The Director of Field Operations plays a key role in the Field Operations Division providing support to the Vice President in managing the Partnership's Sanitation, Public Safety and Homeless Outreach programs. Field Operations programs operate 7 days a week from 6am until 9pm, and division management is expected to ensure coverage as needed to maintain high-quality service delivery.

Acting under the direction of the Vice President of Field Operations, the position is responsible for:

Operations

- Supervising daily operations and planning for the Sanitation, Public Safety, and Homeless Outreach divisions.
- Managing third-party vendor relationships and working with vendors to evaluate and report on the success of each program.
- Conducting a daily canvass of the district to ensure all supplemental services are being provided consistent with expectations and contractual obligations.
- Identifying and familiarizing yourself with hot-spot locations in the neighborhood.
- Tracking neighborhood quality-of-life issues as well as documenting and reporting on the resolutions to responsible parties; including Partnership management, property owners/managers, city agencies, and 311.
- Defining and tracking program metrics and preparing quarterly reports and presentations for Partnership staff and Board of Directors.
- Training all operations divisions on incident tracking and reporting software and helping implement and oversee a robust data collection and reporting program.

- Attending monthly community board and other community meetings related to neighborhood quality-of-life concerns and reporting on these meetings to the Vice President.
- Establishing rapport and maintaining contact and coordination with City agencies, including DSNY, NYPD DHS, DOT, Parks, and others along with neighborhood stakeholders, board members, elected officials, and additional service providers.

Sanitation

- Supervising contracted sanitation partner responsible for neighborhood cleaning operations and public space maintenance.
- Working with our vendor to oversee daily activities and quality control of the Sanitation team, an 80-person team with roughly 40 daily work shifts.
- Provide training and feedback to contracted staff to improve their overall performance.

Public Safety and Homeless Outreach

- Leading a training program to help Public Safety employees build confidence in providing visitor directions and answering questions.
- Overseeing the Homeless Outreach program, including a daily canvass of the district, to alert the vendor of any concerns and training Public Safety employees to do the same.

Special Events

- Involvement in the planning, approvals, and execution of all Partnership events.
- Ensuring that all events run smoothly while communicating any concerns to the responsible parties.

Qualifications and Skills

- At least five years of relevant experience and/or education in operations management, project management, sanitation, public safety, event management, community development, urban planning, public affairs, or placemaking. Experience shall include managing consultants, contractors, or third-party vendors.
- Knowledge of Business Improvement Districts, NYC government and city operations.
- Familiar with Microsoft Office Suite and have a desire to learn and use new software technologies. Knowledge of additional software such as ArcGIS, Survey 123, Ginkgo, CRM, and Adobe is preferred.



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- Ability to work evenings and weekends on a regular basis. There are several parades, plaza activations, and events that require management staffing on nights and weekends.
- Ability to spend significant time outdoors reviewing programs, occasionally in inclement weather.
- Must be highly organized and possess excellent oral and written communication skills.
- Must be capable of collaborating as a productive and thoughtful member of a team while also being able to implement certain responsibilities in an independent manner.
- Must possess strong interpersonal and communication skills, stakeholder management, and the ability to work in a dynamic, fast-paced environment.

The Director of Field Operations position salary range is \$75,000 - \$95,000 commensurate with applicable skills and demonstrated experience. Competitive benefits package includes medical, dental, and vision insurance, 403(b) as well as paid time off.

To Apply

Interested candidates should send a cover letter and resume, as one PDF attachment, to the attention of Hiring Manager, at careers@flatironnomad.nyc with “Director of Field Operations” in the subject line.

For more information on the Flatiron NoMad Partnership, visit FlatironNoMad.nyc or [@flatironny](https://www.facebook.com/flatironny) on Facebook, X (Twitter), and Instagram.