



**JOB DESCRIPTION:
Streetscape Operations Manager**

Overview

The FAB FULTON Business Improvement District (BID) was formed in 2009 as a non-profit organization that advocates for and collaborates with small businesses and property owners along Fulton Street in Brooklyn's neighborhoods of Fort Greene and Clinton Hill, to maintain a safe, clean, and welcoming community while securing resources and partnerships for initiatives that enhance and promote the neighborhood.

Position

The FAB Fulton BID is seeking a Streetscape Operations Manager to join the organization. This is a full-time, in-office position responsible for the overall management of outdoor district conditions, including responding to quality-of-life issues, developing relationships with vendors and the community at large, along with oversight of district cleaning, maintenance and beautification services. The Streetscape Operations Manager reports to the Executive Director.

Responsibilities

The Manager maintains and manages the organization's equipment and supplies, and works closely with district business owners, managers, and property owners within the BID on streetscape and landscaping maintenance matters, as well as with City agencies, contractors, and utilities. The ideal candidate is organized and passionate about seeking solutions that improve and enhance the outdoor neighborhood experience for business owners and residents alike. Responsibilities include but are not limited to:

- Monitor the maintenance and condition of the BID's plazas, parks, and public spaces, including illegal sidewalk usage, unsafe sidewalk/street conditions, compliance with City regulations (e.g. signage placement, trash management, vending, noise, etc.). Report and refer to appropriate agencies and follow-up.

- Establish and maintain relationships with City and other service agencies and utility providers, and act as point of contact for any disruptions of service or use of streetscape within the District.
- Act as main contact for BID owners (and often residents) on all quality-of-life issues.
- Collect, interpret and enter District data (including 311 reports) using third-party applications; manage and develop reports for Board of Directors, City agencies and other stakeholders.
- Collaborate on and maintain initiatives related to the BID's outdoor environment (e.g. horticulture, extermination services, holiday lights, banners, parking, bus lanes, loading zones, street furniture, etc.).
- Lead the BID's Open Restaurants program and future outdoor initiatives.
- Assist with event production and planning, taking ownership of outdoor elements (e.g. site plans, permits, electrical needs and equipment).
- Work closely with business and residential community members, local community groups, elected officials, government officials and other neighborhood institutions as needed; attend or participate in related meetings as necessary.
- Contribute to organization communications, including photography, and creation and distribution of surveys, newsletters, website information and social media.

Qualifications

- Knowledge of New York City government and an understanding of BIDs and their roles within their communities and the City. Familiarity with Brooklyn preferred. *(Locally-based candidates are encouraged to apply.)*
- Prior experience (2-4 years) in operations management, project management, facilities management, government relations, constituent services, event management, small-business assistance, placemaking or urban planning. Experience managing consultants, contractors, or third-party vendors preferred.
- Possess aptitude to prioritize and manage multiple tasks effectively.
- Ability to communicate productively with a diverse array of stakeholders in person, via phone, email and text.
- Strong leadership and interpersonal skills; capacity to create and sustain solid collaborative working relationships with all stakeholders.
- Comfortable with walking/working outdoors in all seasons and weather conditions.
- Exhibit a high degree of professionalism; be detail-oriented, organized and efficient in a small team environment. Critical thinking skills and ability to assess situations quickly.
- Working knowledge of Google Workspace, Microsoft Office (Word, Excel), and faculty to learn new software/applications such as Air Table, and Monday.
- Bachelor's degree preferred.
- Ability to work flexible hours, including occasional weekend and evening hours.

Compensation

Annual salary - **\$60,000**

FAB Fulton offers health, dental, vision, paid time off, and optional employee pre-tax deductions for qualified health, transportation and dependent care expenses, and 403b retirement plan.

The FAB Fulton BID is an Equal Opportunity Employer. All qualified candidates are encouraged to apply. Only those whose applications are being considered will be contacted. Offers of employment are “at will,” in accordance with New York State law. (The Employer may terminate an Employee at any time and for any legal reason or no reason at all. Likewise, an Employee may terminate his or her employment at any time.)

No phone calls please, applications accepted on a rolling basis.

Anticipated start date: April 2024