Position Title: Deputy Director or Operations Director

Reporting To: Executive Director

POSITION SUMMARY

This position is responsible for the planning of and the ongoing administration and supervision of our core BID operations including our clean-team, beautification and public safety/security programs, as well as business support services and marketing functions at the direction of the ED.

The main focus area of this role will be BID operations and management. Additional areas of work will include public and capital improvement projects , community affairs, marketing and communications and special projects.

DUTIES AND RESPONSIBILITIES

- Oversees daily programming and management of the public spaces in the district. Works with external clients, films shoots and others, as well as collaborate with staff internally on the free community programming we produce.
- Oversees day-to-day operations of the clean-team/sanitation contract
  - Inspects the public spaces and communicates with the supervisor and clean-team staff on any apparent issues, daily walking of the district and works with the vendor on scheduling and communication of all issues/events that may affect the district and staffing
- Oversees day-to-day operations of the landscape maintenance contract
  - Maintains communication with the vendor and communicates any issues or needs and makes recommendations with regard to changes and enhancements to the beautification program
- Supervises the public safety/security calendar and communicates weekly with the supervisor of the vendor to address any issues
- Handles the logistics of any physical equipment, furniture, supplies and storage needs as they pertain to the physical district and the public space.
- Preparation of request for Proposals and other procurement processes as well as the negotiation of contracts pertaining to services
- Oversight of Capital Projects

Relationship Management

- Develops and maintains relationships within city agencies including NYPD, DOT, DEP, Sanitation, DCA, DOB, SBS, DOH etc.
- Communicates with appropriate city agencies regarding any quality of life issues in the district (DEP, DOT, etc) and works with Marketing Manager to brainstorm and develop appropriate programming and seminars around agency related changed or issues
- Liaise with the local police precincts and community boards and shares responsibility with rest of the team in attending monthly community council meetings and CB meetings

Marketing and Special Projects

- Management of the public plazas in the neighborhood and the reporting and relationships associated with our plaza contract
- Works with marketing staff to develop programming for public plazas and business support services
- Special projects, as they come in – anything from working on PR, sponsorships, partnership, presentations, marketing collateral, etc.
- Works with ED on development of budget as it relates to operations and then oversees the expenditures of these line items
- Assist on an as needed basis with other BID projects and events
- Works with other staff to gathers economic data and information on commercial, retail, and residential markets for the purposes of publishing reports and data to highlight the district and specific trends.
- Oversight and management of some full-time/part-time staff, hires interns, consultants and vendors.

Candidate Skills and Qualifications:

- Strong oral and written communication skills required. Writing samples may be requested.

- A diverse skill-set is paramount. Experience/background in one or more of the following areas required: community development, marketing and communications, programming and events management, community relations, streetscape enhancements, fundraising, and program development/program management.
- Knowledge of City government and/or not-for-profit management would be an asset
- Contract management and project management experience required.
- Advanced knowledge of Microsoft Office suite, Constant Contact, and social media (Facebook, Instagram, Twitter) required.
- Direct knowledge of the diverse work of BIDs preferred
- Must be capable of collaborating as a productive and thoughtful member of a team, while also being able to implement certain responsibilities in a largely independent manner.
- Must possess an entrepreneurial and creative spirit and the ability to work in a dynamic environment.
- Must have the utmost appreciation of and ability to handle a myriad of tasks, large and small, as required by staff members of a small organization.
- Undergraduate degree required