



DOWNTOWN SPOKANE PARTNERSHIP Clean and Safe Operations Director

Job Description

Reports To: President
Effective: Hire Date, 2021

Position Description

The Clean and Safe Operations Director is one of seven operational Directors at the DSP. This position is salaried and answers directly to the President.

The primary responsibility of the Director is the oversight, planning and day to day administration of the Ambassadors and Clean Team to maintain safety, cleanliness, and hospitality focused customer service for the betterment of the Business Improvement District (BID).

The Director also works closely with the Vice President, Marketing Director and Business Development Coordinator on various events and projects. Outside the office, the Director works in conjunction with City Code Enforcement, nonprofit service providers, the Spokane Police Department and City Solid Waste. This position is the direct link for businesses, community partners and residences downtown for concierge, cleaning, beautification and security services, and is responsible for the efficient maintenance of the downtown Business Improvement District.

Responsibilities

Planning

- Research and propose concepts and solutions for improving and maintaining the safety, cleanliness, and beautification of the BID.
- Assist the DSP President and Boards in development of an overarching strategic plan and the annual security and cleanliness program for the BID that serve the needs of visitors, residents, employees, employers, property owners and City of Spokane customers.
- Ensure that all program activities support the strategic plan and are consistent with long-term development objectives of the organization and the Downtown Plan.
- Implement processes that ensure the efficient service of clean and safe programs to downtown Ratepayers in a customer-served focused manner.
- Communicate department's progress against set objectives in a manner that puts the organization in the best light and ensures continued progress toward the mission of the organization.

Organizing

- Attend meetings as necessary to support all program activities.
- Work with City Departments and other organizations to gather information, maintain positive relations and provide expertise and resources for work program activities.
- Responsible for monitoring, managing and overseeing Ambassador and Clean Team expenses to ensure effective departmental budget management.
- Collaborate with social service agencies to help facilitate access to relevant service needs of unhoused individuals and other individuals in need.
- Administer personnel issues associated with Clean Team and Ambassador crew as outlined in the DSP Employee Handbook and in coordination/partnership with the HR Associate.

- Coordinate the selection and implementation of contract services necessary to implement all activities.
- Assist in the planning process of BID events to ensure that safety and sanitation needs are met.
- Establish and deliver reporting processes on program areas. Continue to develop new reporting processes that reflect program effectiveness and allow the programs to become more proactive to the needs of the Ratepayer.
- Maintain systems for the establishment of key performance benchmarks and the collection and organization of performance data.

Executing

- Coordinate with security officers, police officers, and city sanitation personnel within the downtown area to help with the safety and cleanliness of the core.
- Coordinate with city departments to implement effective common area policies and work to resolve all issues concerning safety and cleanliness.
- Engage in problem solving with entities such as but not limited to Spokane Police Department and City Sanitation Department to reduce the perception of crime, reduce street disorder, and increase the cleanliness of downtown.
- Apply community policing and crime prevention strategies (CPTED) to identify stakeholders and focus efforts to reduce street disorders.
- Aid in two-way communication with businesses and organizations within the BID district.
- Direct, coordinate and monitor program performance, through subordinate personnel, to ensure that BID management objectives of the Ambassadors and Clean Team are met.
- Plan and coordinate seasonal functions including equipment, staffing and prioritized service delivery
- Track and monitor project progress, including monthly outcomes reporting
- Work with the CEO in the oversight of hiring for Ambassadors and Clean Team staff.
- Provide clean and safe staff with ongoing training, leadership, and direction necessary for them to perform their jobs effectively and to maintain a positive work environment
- Work with the Marketing Director to create collateral materials to support activities and contribute program information for organization publications.
- Work closely with business and property owners to address common area issues and promote utilization of the BID's programs.

Evaluation

- Provide consistent and accurate reporting to the DSP President against the Business Management Plan on a monthly, quarterly, and annual basis.
- Hold regular meetings with the Clean Team and Ambassadors to gather input for purposes of improving effectiveness of these divisions as well as to provide guidance, training and support regarding all things including priorities, duties, policies, and personnel issues.

Qualifications

Requirements

- High school diploma or equivalent and at least 2 years minimum of management experience required
- Previous experience in janitorial, security, maintenance and/or landscaping preferred but not required
- Current driver's license, insurable, have dependable transportation and able to operate all vehicles and equipment
- Ability to lift up to 40 pounds occasionally, and 10 pounds regularly
- Ability to work outdoors in all weather conditions
- Ability to walk and stand for up to eight hours per day, five days a week

- Ability to sit, bend and stoop; able to perform all duties required of Clean and Safe Teams
- Ability to speak, read, write and understand English effectively

Experience

- Experience in developing, articulating and supporting programs with public interaction, including volunteer organizations.
- Experience utilizing planning techniques, budget processes and detailed research data.
- Experience in implementing security, maintenance and/or beautification programs is highly desirable.

Skills

- Excellent interpersonal, written communication and presentation skills.
- Ability to direct resources and interact with customers in a diplomatic and skilled manner.
- Evidenced organizational skills and attention to detail.
- Highly computer literate, and demonstrable experience with Microsoft products. Ability to utilize planning tools to more efficiently manage teams and programs.
- Ability to manage a wide variety of personnel and handle personnel issues.

Personal Attributes

- Assertive and enthusiastic approach to problem solving and goal achievement.
- Ability to work under pressure and face the challenges of an organization under public scrutiny and undergoing substantial growth.
- Maintain positive can-do attitude at all times
- Instill culture of professionalism with an emphasis on efficiency, positive engaging attitude and effectiveness with direct reports
- Guide and mentor crew to see the big picture and excel at their jobs
- Ability to mitigate conflict to a successful outcome
- Passion for our mission and loyal to the company
- Patience, honesty and good sense of humor
- Excellent customer service and problem-solving skills
- Ability to motivate team in an intentional and positive manner
- Demonstrate flexibility to handle unplanned priorities
- Proactive approach to management and planning. Ability to anticipate challenges and find solutions.

Management Style

- Hardworking and commitment to “walk the talk” with your team members
- Supportive of team and their individual development
- Building trust through honesty and encouragement in a genuine way so team feels compelled to go the extra mile
- Empowering of team so they have sense of pride in being able to contribute and take on tasks with their own input and style
- Reward team in group and manage/discipline in private
- Provide teachable moments so team progresses in a supportive environment
- Own your mistakes and expect the same from your team

Safety/OSHA Requirements

- Work together with Human Resources to ensure OSHA programs are up to date and meet Washington OSHA standards

- Responsible for all required OSHA training and education to the Clean Team staff, and ensuring all OSHA required PPE and safety equipment is current and available to staff

Compensation

A salary commensurate with relevant experience.

Acknowledgement

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor.

I, _____ have discussed any questions I may have had about this job description prior to signing this form.

Employee's Signature

Date