

## **Job Posting:**

### **Director of Public Space Services, Security & Maintenance**

**About Us:** The Downtown Spokane Partnership (DSP) is dedicated to the creation of a dynamic, safe, vital, livable, and sustainable downtown as the basis of an economically healthy region. As a private, 501c(6) not-for-profit, DSP has served as Spokane's central city advocate and service provider since 1995. DSP strives to create an exciting, attractive and vibrant downtown Spokane primarily through the management of the Downtown Business Improvement District (BID), which provides supplemental programs and services to the nearly 1,500 property owners and business tenants in the 80-block district. To learn more about DSP, visit [DowntownSpokane.org](http://DowntownSpokane.org).

- **DSP Ambassadors** provide varied elements of hospitality and safety: monitoring crime, addressing security, business continuity, emergency preparedness and response, large special event support, and monitoring/reporting of issues.
- **DSP Clean Team** keeps the downtown clean: removing litter and trash from walkways and other public spaces, pressure washing sidewalks, removing snow from pedestrian ramps, eradicating graffiti, maintaining flowers and landscaping managed by the BID, and monitoring/reporting of issues.
- **DSP's pilot Social Outreach Ambassador program** provides timely non-criminal, non-emergency response to individuals to connect them with a network of shelter, treatment and/or care services.
- **Public Space planning** includes urban tree canopy, landscaping, streetlights, decorative lighting, public art installation, and projects to enhance public spaces.

**About the Position:** The Director of Public Space Services, Security & Maintenance ("Director") is responsible for all activities related to ensuring downtown Spokane is safe, clean and welcoming for all to work, live and visit. The Director leads the implementation of high-quality, data-driven and efficient safety and maintenance operations, beautification and public realm programs, resource management, and quality assurance mechanisms.

The Director is responsible for planning, supervising and reporting on the investment of approximately \$1M in resources annually to proactively enhance the public realm and mitigate the issues that may hinder economic vitality within the boundaries of the BID. The Director is employed by and represents DSP to BID ratepayers, property owners and managers, business tenants, and the general public, including downtown visitors. Specifically, the Director is a primary point of contact for concerns regarding public space services and is required to have the skills to both engage with the public and collaborate with ratepayers, business owners, managers, City partners and various other agencies.

The Director manages the overall clean and safe program and activities related to public spaces, and also provides clear direction and oversight of contracted service providers and up to 15 assigned personnel, monitors/evaluates their performance, provides reports and manages daily activities within the established policies and guidelines. The Director also supports the execution of special projects related to security, cleaning and placemaking efforts that enhance public spaces, as well as overseeing contracts and grants that support DSP.

The ideal candidate must be an effective communicator and team leader with a strong understanding of downtown clean and safe industry standards and a sense of public-private partnership programs and how best to support the team in engaging these partners and constituents.

**Responsibilities & Duties:** The Director is a full-time position. Duties include but are not limited to:

#### Security & Maintenance Operations

- Manage deployment of appropriate staff, equipment and resources.
- Direct vehicle fleet, equipment, and inventory.
- Respond to concerns from ratepayers, stakeholders and the public while working to mitigate negative activity in the BID.
- Coordinate emergency responses and service for special events.
- Liaison/interface with relevant public sector departments.
- Build alliances and goodwill with appropriate partners, providers and government agencies to support homeless outreach services in the district.
- Manage Downtown Security Collaborative with property owners and public safety stakeholders (e.g. local law enforcement, security providers, etc.) to provide effective communications channels.
- Manage supplemental/vendor contracts, including negotiating and administration to ensure optimal performance.
- Maintain accurate data and develop trend reports related to services, crime and homelessness in the district.
- Manage BID Board's Public Safety Committee.
- Oversee CPTED evaluation and rebate program.

#### Security & Maintenance Staff Management

- Equip, motivate, and monitor the daily work of Security and Maintenance employees.
- Receive, prioritize, and execute work requests and provide timely and consistent reporting of all personnel activities in accordance with established procedures.
- Ensure compliance with all policies and procedures, including but not limited to safety, customer service, uniform, and professional image, and productivity.
- Establish key performance indicators and evaluate employee performance on an ongoing basis, provide support and implement corrections as needed.
- Oversee training and orientation of procedures, programmatic changes, and directives.
- Manage staff administration, including scheduling, time and attendance, and reporting.
- Manage pilot program for social outreach ambassador, including evaluation of program success.

#### Public Space Management

- Develop and maintain a database of all public space assets in the BID and their condition/deficiencies/needs, including street lighting, sidewalks, crosswalks, landscaping, planters, public signage, trash cans, traffic signals, etc.
- Manage partnerships, sponsorships and contracts to correct, improve and/or enhance public spaces.
- Manage implementation of projects and oversee maintenance of programs related to the physical environment such as landscaping, etc.
- Oversee installation and continually monitor beautification projects, including seasonal decorations, planting, decorative lighting, public art, etc.
- Support site-specific projects and programs.

## Administration

- Working with President & CEO, annually develop and manage operational strategic priorities and goals.
- Working with the Manager of Finance & Accounting, develop annual detailed department budget.
- Prepare and deliver reports on operations for BID & DSP board, stakeholders and community.
- Chair employee safety committee, supervising company safety compliance, training and standards.

*Other duties may be requested/assigned.*

**About You:** You should have the capacity to support all organizational initiatives, maximize results and have a proven track record in building, managing, and mentoring diverse teams to ensure that they are effective in sustaining a clean and safe Downtown.

The right candidate has the ability to initiate and manage relationships both within and outside of DSP. The right candidate further has the ability to easily network and establish rapport and connections with individuals and groups; possesses strong analytical skills and a well-developed business sense; has insight for gaining buy-in from various stakeholders; is a team player and leader with effective management skills; and, has a nimble mindset that informs strategy and operations by factoring data and on-the-ground realities.

## Qualifications:

- Passion for downtown Spokane.
- Tact, good judgment, and ability to maintain professional decorum under pressure.
- Strong interpersonal skills and competence in representing management policies positively and consistently to employees, board members, ratepayers, stakeholders and the general public.
- Clear verbal communication skills and demonstrated ability to write information clearly.
- Demonstrated leadership and professional demeanor with the ability to address employee challenges and coach team members to succeed.
- Experience managing multiple projects with limited supervision in a fast-paced environment and an ability to work quickly and efficiently to problem solve.
- Eye for detail with demonstrated fiscal and business management skills to develop, manage and track budgets.
- Experience managing, evaluating and negotiating contracts.

## Requirements:

- Exceptional work ethic.
- Minimum high school education or equivalent with ability to learn and retain directions, facts, etc. *(B.A. in related field preferred)*
- Minimum five years (5) work experience as a supervisor of hourly employees in a related field, including PBID/BIA, tourism, hospitality, municipal government law enforcement, security or other service industry.
- Physical stamina to lift heavy objects and perform duties outdoors in all weather conditions, as required. Flexibility in scheduling, including some evenings and/or weekends as necessary.
- Experience working in safety or facilities management.
- Strong record of managerial experience.
- Understanding of budget and database management.
- Proficiency in Microsoft Office Suite and Google Workspace.
- CPTED Certification. *(preferred)*

Pay & Benefits\*:

**Reports To:** President/CEO

**Salary Range:** \$62,500 – \$75,000 (DOE)

**Classification:** Exempt

- Employer paid Health, Vision, and Dental Insurance
- Employer paid Long Term Disability & Life Insurance
- Simple IRA with a company-paid 3% match
- Opportunity for annual performance bonus
- Paid holidays, vacation & sick leave
- Transportation/parking & technology stipends
- Employer sponsored training and professional development

\*Some benefits may be subject to waiting periods

*Due to the nature of the position, it is expected that this individual may be required to work beyond the normal office hours of 8:30 a.m. - 5:00 p.m. to observe the full array of neighborhood conditions and service delivery.*

**To Apply:**

Email resume and cover letter to [info@downtownspokane.org](mailto:info@downtownspokane.org). Position will remain open until filled.

Please, no phone calls or walk-ins.

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***Downtown Spokane Partnership is an equal opportunity employer and is committed to inclusion and diversity. Downtown Spokane Partnership recruits, employs, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected statuses as required by applicable law. All employees must have permission to work in the U.S.; therefore, employment eligibility verification is required.***