

## Dispatcher and Office Manager

### REPORTS TO:

Street Operations Manager

### BACKGROUND:

Founded in 1998, the Golden Triangle Business Improvement District (BID) encompasses 44 square downtown blocks and works to enhance the public space from the White House to Dupont Circle and 16th Street, NW to 21st Street, NW. The BID's vision is for a safe, clean, attractive, and user-friendly downtown that confirms Washington as the premier business and entertainment destination in the region and contributes to the perception that downtown Washington is a world-class destination.

In addition to its focus of maintaining an environment that is clean, safe, and welcoming, the BID regularly initiates capital improvements to create attractive and unique urban spaces throughout the Golden Triangle neighborhood. The BID has taken the lead on activating public spaces, developing, and implementing permanent public art projects, converting hardscapes to bio-retention areas, improving parks through design, and transforming the Connecticut Avenue streetscape from K Street to Dupont Circle.

### SUMMARY:

The Golden Triangle BID is the District of Columbia's central business district, steps from the White House. The BID is an industry-leading place management organization. This position will assist all aspects of a complex on the street operation, in the heart of the nation's capital, using organization, creativity, and dedication to mission. They will serve as the information hub for the Golden Triangle and its class-leading Golden Triangle Ambassador and emergency preparedness programs.

The successful candidate will be able to multitask in a fast-paced environment adapting tasks as conditions dictate. The incumbent will monitor all conditions in the neighborhood and help inform decisions in the BID's outdoor programs. The incumbent will also serve as a first point of contact for visitors, members, and others as they reach out to the BID. This position is the first point of contact during neighborhood emergencies, making a calm, professional approach essential. Being able to prioritize tasks and execute good judgement in a crisis is a must!

The ideal candidate will thrive in an innovative, fast-paced organization dedicated to a clean, safe, and vibrant neighborhood. They will truly understand the importance of clean streets and sidewalks, and neighborhood first impressions. This position will work to translate the BID's standards of excellence at the street level into our day-to-day operations and to deliver measurable results.

### PRIMARY DUTIES AND RESPONSIBILITIES:

- Serves as the communications hub for the BID, including professionally answering phones for the BID office and the Ambassador Dispatch Center, answering questions from the public, and conveying messages to staff and Ambassadors as needed.

- Maintains radio communications with street-level Ambassador teams to assist with Ambassador information requests, routine operations, and emergency situations.
- Monitors and alerts Operations staff of potential impacts to the neighborhood (e.g., traffic disruptions, Metro delays, severe weather, planned events, emergencies).
- Implements emergency procedures, including alerting, as situations and neighborhood conditions dictate in a fast-paced environment.
- Develops thorough knowledge and understanding of the neighborhood (including but not limited to street names, restaurant and retailer locations, and transit options) to provide callers and Ambassadors with accurate information.
- Ensures office operations run smoothly by creating an efficient work environment, ordering supplies, distributing mail, and providing high levels of organizational effectiveness and record keeping.
- Monitors and directs CCTV resources to report conditions appropriately.
- Keeps accurate records, statistics, communication logs, and reports on performance metrics. Analyzes data to track Ambassador performance and discover trends to advise leadership.
- Inputs and tracks completion of service requests for District government via DC 311. Reports stats and findings on a regular basis.
- Works closely with the entire Golden Triangle Operations Team to ensure that the vision and mission for the Ambassador, Homeless Outreach, and Safety & Security programs are executed efficiently.
- Undertakes special projects and performs other duties as assigned.

#### **QUALIFICATIONS:**

- 3-5 years of related work experience in dispatch operations.
- Must possess excellent communication skills to interact with a broad range of audiences (e.g., Ambassadors, BID staff, government contacts, police, contractors, and property managers).
- Demonstrated ability to speak and write proficiently across multiple platforms (e.g., two-way radio, email, SMS, Microsoft Teams).
- Proven experience in emergency situations and fast-paced environments requiring prioritization of tasks and execution of good judgement.
- Must possess excellent attention to detail and record-keeping skills.
- Must have a passion for D.C., our neighborhood, and clean streets in our city.
- Ability to multitask and adapt to shifting operational priorities.
- Ability to analyze operational data to ensure quality performance.
- Must be proficient with Microsoft Office, Outlook, Word, Excel.
- Experience with radio communications systems, CCTV systems, and a Salesforce based CRM desirable.

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**EDUCATION:**

High School Diploma or equivalent. Associates Degree preferred.

**WORK EXPECTATIONS:**

This position is vital during standard work hours, Monday through Friday. Due to its operational role, telework is not available.

**APPLICATION:**

Resume and letter of interest should be submitted to Sheila Rodgers at [srodgers@goldentriangledc.com](mailto:srodgers@goldentriangledc.com) Please note "Dispatcher" in subject. No phone calls, please.

*Golden Triangle Business Improvement District provides equal employment opportunities to all applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, or disability.*