



Director of Street Operations

[The Golden Triangle Business Improvement District \(BID\)](#) is a dynamic organization that is looking for a Director of Street Operations to complement its existing team. As a key partner in enhancing the neighborhood and public space from the White House to Dupont Circle and 16th Street NW to 21st Street NW, the Golden Triangle BID works to enrich the neighborhood through its cleaning program, public space improvements, economic development initiatives, promotions, and outdoor events.

Founded in 1997, the Golden Triangle neighborhood is made up of more than 34 million square feet of commercial office space, thousands of businesses, 11 hotels, and 6 U.S. National Parks. The vision of the Golden Triangle BID is to maintain a vibrant downtown that encourages reinvestment in the neighborhood, and keeps visitors and stakeholders engaged and returning to enjoy everything the Golden Triangle has to offer.

The Position

The Director of Street Operations, reporting to the Chief of Staff, directs the Golden Triangle BID's maintenance, landscaping, and homeless outreach programs. In addition to two direct reports, the Street Operations Director manages the BID's contracts for street maintenance, landscaping, and homeless outreach, as well as a dispatch center. The position requires someone who relishes service delivery, making large programs work, and spending time both on the street and in the office to ensure quality assurance.

The ideal candidate uses metrics to continually improve operations, has strong contract management experience, understands the importance of the public realm in creating desirable places, and is results oriented and flexible. The incumbent will work closely with all members of the Golden Triangle team, property owners, and District agencies and officials.

Key Responsibilities:

Program Direction

- Takes a hands-on approach directing the BID's maintenance, landscaping, and homeless outreach programs with a focus on a

- high-standard of service delivery utilizing innovation, creativity, quality assurance best practices, and data-driven decision making.
- Oversees contractor procurements and service delivery tracking of contracted deliverables to ensure quality in service delivery that is consistent with the BID's brand.
 - Proactively directs programmatic work plans to established timelines emphasizing follow-through and on-time completion of projects and tasks.
 - Oversees the BID's landscaping program for maintaining rain gardens, parklets, planters, baskets, and the Connecticut Ave median. Provides expertise on future capital projects, such as the Pennsylvania Ave West Streetscape project.
 - Coordinates contractor efforts with Ambassador tasking to ensure neighborhood landscaping is colorful, functional, and well maintained.
 - Oversees the BID's Homeless Outreach program including contractor performance, work with District agencies non-profits, monitoring of homeless services system engagement, and data analysis with the goal of leading an integrated outreach program using the housing first model.
 - Works cross-functionally internally and with District agencies to support the BID's mission of improving the economic vitality of the Golden Triangle neighborhood.
 - Works on special projects as necessary; other duties as assigned.

Quality Program Delivery

- Measures quality, on-schedule service delivery consistent with work plans and BID established standards across all operations programs through direct street operations audits and program observations, member feedback, analysis of mystery shops, data analysis, and other comprehensive quality assurance methods developed.
- Provides a hands-on customer-focused response and full follow through for property manager and building personnel on matters related to programs under their prevue.
- Proactively coordinate between the Ambassador, Homeless Outreach, and Safety programs to ensure all program tasks and goals are in alignment. This includes coordinating with the other BID staff members on Safety Specialist operations and overall safety and security for the neighborhood.

Data-Driven Decision-Making/Budget

- Analyzes multiple sources of information to make data-driven decisions ensuring efficient resource allocation and budget control. Data sources include, but are not limited to, Ambassador work performance data, GPS radio tracking, homeless outreach

population and service delivery information, 311/911 and other District agency service requests, budget tracking/projections, mystery shops, and others.

- Develops annual budget with guidance from leadership. Develops monthly budget tracking/projections to ensure program spending is efficient and consistent with budget guidance.
- Evaluates programs utilizing data and total quality assurance to develop innovative program improvements to increase performance, efficiency, and reduce costs.

Other duties including events support and meetings as needed.

Qualifications:

- Bachelor's degree
- 7-10 years' work experience. A background in Business Improvement Districts, local government, facilities maintenance, or landscaping firm preferred.
- Proven experience managing people and programs to meet goals within established timelines and budget
- Focused leader able to direct and coordinate complex programs with an emphasis on creativity, innovation, and high-quality service delivery.
- Results oriented, creative, able to be both hands-on and strategic.
- Strong verbal and written communication skills.
- Focused on quality service delivery and brand
- Ability to successfully work in both indoor and outdoor environments.

Compensation

We offer a competitive salary of \$110,000 - \$120,000, based on qualifications and experience as well as a comprehensive benefits package.

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.

Interested candidates may submit their resume to careers@p3hired.com. We look forward to hearing from you!