**Job Description**

**Operations Director**

**Management Services**

**Downtown Indy, Inc.**

**Downtown Indy, Inc. is a private, not-for-profit organization uniquely positioned to address issues that affect the area’s growth and well-being. Downtown Indy, Inc. (DII) focuses on advancing Downtown as a great place to live, learn, work and play.**

# I. General Description

Function as part of the Management Services team to create and maintain a clean, safe and beautiful Downtown. Design plantings and contract horticultural maintenance for planters and public gardens. Interact with City personnel to water flower planters, place trash receptacles, pressure wash sidewalks in Wholesale District and monitor overall cleanliness. Implement street tree lighting program. Respond to customer concerns/requests.

1. **Preferred Background, Experience and Skills**
* Bachelor’s Degree in Business, Management or related field.
* Minimum three (3) years’ experience in operational or maintenance management including contract management
* Experience in horticulture care, landscape management preferred.
* Fundraising & volunteer management experience helpful
* Basic understanding of job estimates and budgets
* Ability to read blueprints
* Proficiency in Microsoft Word, Excel, Outlook
* Detail oriented, well-organized
* Dedicated and reliable
* Excellent written and oral communication skills
* Excellent interpersonal and customer service skills
* Ability to function on multiple tasks
1. **Responsibilities**
2. Enhance Downtown Operations
	1. Serve as liaison between property owners and City in responding to maintenance of street, sidewalk and building infrastructure
	2. Work closely with Department of Public Works in implementing shared City operational goals.
	3. Represent Downtown Indy, Inc. at appropriate public meetings involving City infrastructure and planning.
	4. Convene meeting of property owners , when deemed necessary , to successfully resolve private/public infrastructure concerns.
	5. Establish metrics and perform monitoring and reporting functions to benchmark and track progress of service contracts.
3. Enhance Downtown Cleanliness
4. Manage/Supervise the Street Ambassador program
5. Manage contract street maintenance programs
6. Install new Trash Wraps with City DPW assistance
7. Create & distribute annual Sidewalk Cleanliness Assessment and email results to Downtown businesses
8. Manage Pest Bird Task Force and raise funds to cover contract with USDA
9. Recognize public and private front line cleaning staff at luncheon
10. Work with City Dept. Public Works to continue sidewalk pressure washing in Wholesale District
11. Encourage businesses to maintain/improve facades and adhere to cleaning standards
12. Request businesses place ash urns near smoking areas to mitigate cigarette butt litter
13. Implement clean-ups with businesses
14. Enhance Downtown Beautification
15. Design/order spring & summer flowers and fall plantings from local contract grower
16. Oversee vendor contract to plant spring, summer flowers, including maintenance
17. Monitor City of Indianapolis watering of planters
18. Manage Planter Sponsorship program
19. Create Beautification Calendar and distribute to businesses
20. Work with businesses to adopt planting areas on public property
21. Implement street tree lighting program with City
22. Report low tree canopies and broken branches to appropriate agency
23. Report encroaching and empty tree grates or tripping hazards caused by grates
24. Report vehicle damage, construction damage or heavy vandalism to public trees
25. Report branches obstructing line-of-sight for pedestrians, cyclists, and/or vehicles or branches obstructing view of traffic signals, stop signs or critical traffic signage
26. Report items illegally attached to Downtown trees such as bike chains, pet leashes, electrical wires, notices staples/nailed to trees, zip ties or any other materials that could potentially harm the growth of the trees
27. Expand base of membership and investment
	* + 1. Generate revenue from public and private sectors
			2. Reorganize/re-purpose/re-invigorate Beautification Committee with Patron members and others

# Supervisor

# V.P. of Finance and Operations