



**PORT
LAND** **DOWN
TOWN** **CLEAN
&SAFE**

POSITION DESCRIPTION

POSITION: Director of Operations, Downtown Portland Clean and Safe
DEPARTMENT: Clean & Safe Downtown Services
REPORTS TO: Vice President Downtown Services and ED DC&S
CLASSIFICATION: Exempt

ABOUT US

The Downtown Portland Clean & Safe district provides extraordinary essential services to the people, places and businesses within a core 213-block area of our unique city. Operating since 1988, the district is one of the oldest, largest and most successful enhanced service districts in the nation.

SUMMARY

The Downtown Clean and Safe Director will assist the Vice President with planning, initiating, coordinating, and implementing specific contracts, elements, programs, and activities found in the annual Alliance program of work necessary to achieve and maintain an attractive, clean, safe and inviting physical environment for the Downtown Clean and Safe program.

ESSENTIAL FUNCTIONS

- Assists with the preparation and directs supervision of all aspects of contracts for cleaning and security in the Enhanced Service District (ESD).
- Maintains and monitors budgets for all Cleaning and Security programs to ensure appropriate expenditures and to prevent deficit spending.
- Provides leadership to plan, prioritize, assign, supervise and review the agreed upon services of contractors, staff, and interns involved in the Downtown Clean and Safe Program.
- Participates in the selection of contractors, staff and interns.
- Provides and coordinates contractor, staff, and intern trainings, as needed.
- Works with contractors, staff and interns to correct deficiencies and implements efficiency accountability procedures.
- Recommends and assists in the implementation of goals and objectives and establishes schedules and methods for service delivery.
- Develops ongoing recommendations for service delivery in the program area.
- Travels the district to evaluate operations and activities of assigned contractors, staff and intern responsibilities, recommends improvements, modifications, staffing levels and prioritizations, and prepares reports or briefings on operations and activities.
- Responds to complaints or concerns voiced by downtown business owners and property owners about the appearance or function of public spaces in the downtown area.
- Acts as liaison to the city, county and other groups and organizations on homelessness and affordable housing issues, cleaning and security issues within the ESD
- Designs and implements program studies, collects and analyzes data and prepare evaluation reports on the effectiveness of specific programs and service delivery systems, and prepares monthly and other reports as requested.
- Maintains liaison and cooperative working relationships with various business and community groups, law enforcement and criminal justice agencies concerned with downtown cleaning, safety and community justice issues, and attend forums, meetings and conferences.

CREATED: January 13, 2021

Director, Operations (DPC&S)

UPDATED:



- Answers questions and provides information to the public, responds to public complaints, and recommends corrective action, as necessary, to resolve complaints.
- Attends meetings including Central City Standing Committee Public Safety Action Committee, Clean and Safe Board and Executive Committees, Downtown Security Providers Network, Central Precinct Problem Solving Group, and other Alliance meetings, as needed.
- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation.
- Displays excellent communication skills including presentation, persuasion, and negotiation skills required in working with customers and/or coworkers and including the ability to communicate effectively and remain calm and courteous under pressure.
- Respectfully takes direction from Supervisor.
- Other duties and projects, as assigned.

SUPERVISORY RESPONSIBILITIES

- In addition to the Downtown Clean and Safe contractors, the Downtown Clean and Safe manager shall have direct supervisory responsibility over the Legal Assistant assigned to the Downtown Neighborhood District Attorney's Office

MINIMUM QUALIFICATIONS

- Undergraduate degree from an accredited college/university in sociology, psychology, criminal behavior, criminal justice, or related field is preferred. Equivalent experience is acceptable.
- Ability to travel several hours a day through the streets of downtown Portland is required.
- Must be familiar with the criminal justice system and city government, including organization, operation and procedures.
- Must be knowledgeable of livability issues affecting downtown Portland and a proven expertise in effective problem solving and strategy development is preferred.
- Must be aware of issues facing downtown businesses and the political climate associated with these issues.
- Must have a record of producing measurable results and a proven track record in managing, planning, and implementing numerous projects simultaneously from start to finish with very limited supervision.

SUCCESS FACTORS

- The Downtown Clean and Safe Director must possess the skills to support certain efforts when working with organizations and key contacts to grow and expand the interests of the Downtown Clean & Safe
- A strategic, energetic and proactive personal demeanor while functioning in independent situations.



WORKING CONDITIONS

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is normally performed in a typical interior/office work environment.
- No or very limited exposure to physical risk.
- The employee may be required to push, pull, lift, and/or carry up to 20 pounds. Occasionally that requirement may be higher.
- The noise level in the work environment is usually quiet and, at all times, is within safe OSHA decibel constraints.

In addition to office hours, this position may require work outside of the normal office atmosphere on a limited and seasonal basis when needed, including during the implementation and set-up for holiday promotions, events, conferences and conventions among other projects.

Salary: \$90,000 - \$100,000

Downtown Portland Clean & Safe an affiliate of Portland Business Alliance is an equal opportunity employer and does not discriminate against any employee or applicant on the basis of age, color, disability, gender, gender identity, national origin, race, religion, sexual orientation, veteran status, or any classification protected by federal, state, or local law.

About the Portland Business Alliance:

The Portland Business Alliance (“Alliance”) serves as greater Portland’s Chamber of Commerce. Our mission is to create opportunity and advance well-being for all who live and work in the greater Portland and SW Washington region. Our vision is a healthy and resilient business ecosystem. We support access, opportunity, and advancement for all people. We recognize unfair bias and historic discrimination, and work to eliminate barriers. We embrace connectivity and work together respectfully to drive solutions. We meet setbacks with openness to listening, learning and adaptation. We give the honest answer. We do what we say we will. We are accessible, active, and visible to the community.