



Director of Clean and Safe

Downtown Durham, Inc. is the nonprofit entity created in 1993 to serve as a catalyst for downtown’s revitalization. Our organization works to ensure downtown is the diverse, unique and thriving heart of Durham, and that it is welcoming to all.

DDI’s mission is to enhance the environment, economy and vitality of downtown Durham, while preserving and enriching its distinctive culture and strong sense of community.

We are seeking a Director of Clean and Safe. The successful candidate must align with our vision and mission as well as have experience in groundskeeping, landscape and facility maintenance and/or property management. Also critical is the ability to develop partnerships and relationships of influence with local municipal public sector leaders. Highly desired experience includes developing policies, plans and partnerships that help maintain and improve public infrastructure. We are looking for a results-oriented individual who can coach and collaborate with others for the betterment of the public good in downtown. The ideal candidate must have supervisory experience, and be outgoing; able to work independently, and as a member of the team; handle multiple projects at the same time; have excellent written and verbal communication skills and be comfortable with technology and learning new technology including the Microsoft Office suite and CRM Salesforce.

A college degree or commensurate experience is required. The Director of Clean and Safe will be responsible for developing and implementing strategies that maintain, improve and beautify the physical environment of downtown Durham, NC, in partnership with DDI’s many partners and stakeholders. This position is full-time.

COMPENSATION: Commensurate with experience. BENEFITS: Vacation, holiday, and sick leave, retirement program, parking, travel allowance. TO APPLY: Please forward your resume and a cover letter detailing why you are interested in the position, what experience you will bring, and how you will add value to the organization and downtown Durham, with three references and their contact information, by October 31, 2021 to careers@downtowndurham.com.



Director of Clean and Safe Job Description

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DDI's mission is to enhance the environment, economy and vitality of downtown Durham, while preserving and enriching its distinctive culture and strong sense of community.

This position is fundamentally responsible for ensuring that Downtown Durham, NC, is consistently clean and safe, which includes working in strong partnership with our private third-party, contracted partner that provides services to maintain a downtown that is safe, clean and attractive for merchants and visitors, and also collaborating with the City of Durham. The Director of Clean and Safe is a key member of the DDI senior leadership team with a role in helping downtown maintain its unique and vibrant atmosphere for property owners, businesses, residents and visitors.

Responsibilities:

- Manages the Clean and Safe/Ambassador contract on behalf of DDI and monitors the overall DDI Clean and Safe budget.
- Regularly (at least three times per week) inspects and walks the entirety of downtown (day/night/occasional weekends) to identify real, perceived, and potential issues and concerns and works with the contractor's operations manager and partners on combatting and/or problem-solving these issues.
- Crafts a solid work plan with DDI's third party contractor on the overall physical and environmental management of the BID and communicates and directs the contractor's Operations Manager to ensure DDI and downtown's best interests are being served.
- With contractor's Operation Manager, conducts formal quarterly monitoring and reporting against agreed upon performance goals.
- Conducts semi-annual meetings with the contractor's executive/senior management team to discuss broad issues, concerns, work plans, monitoring of equipment and equipment needs to adequately and efficiently maintain downtown's cleanliness.
- Survey Business Improvement District (BID) stakeholders on a regular basis on perceptions and views of safety and cleanliness downtown and developing strategies to address concerns.
- Identify recurring and new nuisance issues impacting downtown and provide strategies that adequately address these concerns in partnership with the City of Durham and downtown business and property owners.

- Craft effective communication with BID stakeholders to help identify areas in need of special assistance.
- Develop, with input of the DDI senior management team, an annual written strategy, budget and calendar, intentionally aligned with DDI's adopted Strategic Plan.
- Work collaboratively with DDI's senior management team on identifying strategies and solutions to address concerns and needs raised by BID stakeholders and partners.
- Work with DDI's Director of Operations to provide input and feedback to meet reporting requirements and ensure the efficient management of the City of Durham's Downtown Durham Municipal Services District Contract.
- Continue to develop a close working partnership with City of Durham senior leadership at Public Works, Police, Fire, EMS, County Sheriff, General Services, Parks and Recreation, Planning and Solid Waste Management (and others as appropriate) to discuss cleanliness, safety, and other physical infrastructure issues impacting downtown.
- Develop a system of close coordination and communication with the City of Durham and local business and property owners around street closures, utility work, emergency and other events that may cause inconvenience or require changes in how people navigate downtown to avoid or mitigate inconveniences and accidents as much as possible.
- Manage and oversee all public realm beautification projects to ensure they are effectively adding to the beautification of downtown. Work with city and county partners and other stakeholders to define and collaborate on new beautification projects and programs.
- Collaborate with all appropriate resources and entities that provide services to Durham's homeless, panhandling, and mental health residents to identify creative solutions to assist downtown's homeless and panhandling community.
- Regularly research and propose creative concepts, programs, initiatives and solutions that will improve and maintain the safety, cleanliness, and overall beautification of the Downtown Durham Municipal Services District.

Qualifications and Skills:

- Strong personal alignment with DDI's vision and mission.
- Experience managing complex contracts with municipalities preferred.
- Knowledge and experience in groundskeeping, landscape and facility maintenance and/or property management required.
- Some familiarity working with individuals experiencing homeless, mental health, substance abuse, and other vulnerable populations.
- Strong interpersonal communication skills. Demonstrated ability to communicate, collaborate and work effectively across a broad sector of stakeholders, including senior municipal leaders, business owners, property owners, police officers, downtown visitors and individual contributors tasked with cleaning up downtown.
- Demonstrated ability to think strategically about long-term solutions to persistent problems and effectively implement them to achieve measurably improved results.
- Familiarity and experience working with public infrastructure planning and maintenance desired.
- Demonstrated business writing skills.
- Demonstrated capacity to organize people and projects to achieve measurable results.
- Bachelor's degree or commensurate experience is required.
- Familiarity and experience working with municipal governments is preferred but not required.
- Experience with Business Improvement Districts strongly preferred but not required.

- Ability to research problems and solutions to the degree necessary to develop effective solutions to identified problems.
- Ability to cut through bureaucracies to create solutions and measurable results.
- Demonstrated capacity to follow-through on complex multi-dimensional projects and achieve measurable positive outcomes or results.