

Downtown Oklahoma City Partnership

## **JOB OPPORTUNITY**

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**JOB TITLE:** Street-Level Operations Coordinator

**IMMEDIATE SUPERVISOR:** Phi Nguyen, Chief Operating Officer

**DEPARTMENT:** Operations- Clean & Safe

**START DATE:** ASAP (flexible)

**COMPENSATIONS:** \$40,000 to \$45,000; 100% covered health and dental insurance plus short-term/long-term disability, 401K match (up to 4%), 20 days paid time off, 8 paid holidays, wellness reimbursement program, parking stipend

**STATUS:** Full Time, Exempt

### **ABOUT DOWNTOWN OKC PARTNERSHIP**

Downtown Oklahoma City Partnership (DOKC) is a 501(c)(6) non-profit urban place management organization responsible for marketing, maintaining, and managing the greater downtown Oklahoma City area. DOKC is contracted by the City of Oklahoma City to oversee the Downtown Business Improvement District (BID,) an assessment area supported by downtown property owners. DOKC also creates and funds public art and activation projects through its 501(c)(3) Downtown Oklahoma City Initiatives.

At DOKC, we believe in the importance of a healthy and vibrant downtown, as its success impacts our entire community. Downtown Oklahoma City Partnership's mission is to create and champion a vibrant and diverse downtown through placemaking, advocacy, and promotion. For more information about DOKC, please visit [downtownokc.com](http://downtownokc.com).

### **JOB SUMMARY**

The Street-Level Operations Coordinator's role is to ensure downtown Oklahoma City is a safe, clean, and well-maintained environment for residents, workers, and visitors. This includes the management of all DOKC and BID public realm responsibilities including landscaping, street-level amenities, the Underground tunnel system, the Bricktown Canal, and the Downtown Community Basketball Court and coordination of any other downtown-wide cleaning and maintenance efforts.

### **RESPONSIBILITIES & EXPECTATIONS**

#### **Clean, Safe, Beautification**

- Ensure the overall cleanliness of the downtown environment
- BID Services oversight – manage implementation of projects and oversee maintenance of programs related to the physical environment such as street furniture and landscaping
  - Report code enforcement issues, such as graffiti, high weeds and grass, and broken windows to the City of Oklahoma City's Action Center and verifying remediation of the problems.
  - Manage any needed audits of downtown features, such as wayfinding signs, trees, street furniture, light poles, etc., and summarizing the findings in an effective written format
  - Stay knowledgeable about upcoming major events downtown and their anticipated impacts on existing BID services
- Act as liaison for all relevant contractors, including the Green Team
- Coordinate tasks and projects of part-time Operations Assistant

- Assist with the maintenance of placemaking projects and programs including public art and site-specific activation

### **Communication**

- Ensure excellent customer service is provided to DOKC visitors and stakeholders
- Maintain an active presence at the street-level and engage with constituents
- Liaison with the City of Oklahoma City regarding operations issues, including Project 180 and General Fund contract

### **Administration**

- Prepare and deliver reports on street-level operations as needed
- Work with Chief Operating Officer on annual street-level, amenities and related operational strategies and goals
- Assist Chief Operating Officer on administration on renewal of annual BID and General Fund contracts with the City of OKC
- Assist the Executive Advisory Team as needed

## **POSITION REQUIREMENTS**

- 2+ years project management experience
- (*Preferred*) Bachelor's degree in Horticulture, Landscape Architecture, Botany, or a related field such as Urban Planning or Public Administration or equivalent work experience
- Knowledge of irrigation systems, plant disease, tree maintenance and weed control
- Understanding of basic contracting standards
- Capable of basic repairs and maintenance
- Possess excellent computer knowledge and ability to master the online programs and software required of this position, especially Microsoft Office Suite
- Must be able to work flexible hours, including occasional nights, weekends and holidays
- Attendance at all DOKC events is required unless otherwise noted
- Project a positive constituent-focused attitude inside and outside of the office
- Demonstrate the ability to work independently
- Demonstrate the ability to work effectively on a team and with a wide variety of people
- Ability to organize, lead and implement multiple projects simultaneously
- Ability to manage tasks to completion, asking for help when needed
- Passion for downtown Oklahoma City

## **WORKING CONDITIONS**

- Inside and outside - exposed to cold, heat, humidity, adverse weather conditions, etc. It is expected this position will spend at least 50% of their time outside of the office managing various downtown projects.
- Candidates should be prepared to be visible to property owners and to spend a portion of their time moving around downtown, either by foot, bicycle, or in a golf car.
- Must have the physical capacity to patrol downtown streets at a pace sufficient to complete required tasks
- Lifting and moving large items will be required at times. Strength enough to lift, carry, push, pull or move objects weighing up to 50 pounds and/or up to 100 pounds occasionally.
- Occasionally subject to climbing ladders.
- Stamina enough to exert oneself physically throughout the workday.
- Flexibility enough to bend, twist, and reach while loading and unloading materials and equipment.
- Near vision enough to perform tasks such as inspection of equipment, reading of computer screens, etc.
- Physical dexterity enough to operate equipment such as computer keyboards, common hardware tools, etc.
- Occasional need to remain "on-call" for potential emergency situations regarding DOKC managed resources.

## **SCREEN REQUIREMENTS**

- Criminal Background Check
- Motor Vehicle Background Check
- Current Driver's License

## **HOW TO APPLY**

To apply, email cover letter and resume to [Kristen Vails](#) with the subject line: Street-level Operations Coordinator.

### **DEADLINE TO APPLY AUGUST 10, 2022 (extended)**

We encourage you to apply regardless of meeting all qualifications and/or requirements.

Downtown OKC Partnership is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

## **COVID-19 CONSIDERATIONS**

Downtown OKC Partnership employees are fully vaccinated (including booster when eligible). We require all applicants to submit official COVID-19 vaccine documentation.