

Downtown Oklahoma City Partnership
JOB OPPORTUNITY



JOB TITLE: Street-Level Operations Supervisor

IMMEDIATE SUPERVISOR: Phi Nguyen, Chief Operating Officer

DEPARTMENT: Operations- Clean & Safe

START DATE: ASAP (flexible)

COMPENSATIONS: \$42,000 to \$49,000; 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.

JOB SUMMARY

The Street-Level Operations Supervisor'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 through consistent and frequent rounds, communications with stakeholders, and coordination with contractors and team members
 - *Rounds are on-foot walk-throughs of designated areas to monitor the status of landscaping (irrigation, plant life), street amenities (trashcans, benches, bike racks, cigarette butt recyclers) and overall physical environment (lighting, signage, litter, repairs needed). Rounds are performed with a focus on "clean and safe" and completed with documentation.*
- 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
- Work with COO to develop and oversee street-level, amenity, and related operational budgets within BID, DOKC, and sub-district entities
- Work with COO on annual street-level, amenities and related operational strategies and goals
- 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

- (*Required*) 2+ years project management experience
- Understanding of basic contracting standards
- Capable of basic repairs and maintenance
- (*Preferred*) Relevant bachelor's degree or equivalent work experience
- (*Preferred*) Knowledge of irrigation systems, plant disease, tree maintenance and weed control
- 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 [Phi Nguyen](#) with the subject line: Street-level Operations Supervisor.

DEADLINE TO APPLY FEBRUARY 5, 2022

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.

Downtown OKC Partnership seeks a highly organized individual who is eager and enthusiastic about learning the complex nature of downtown place management through a “clean and safe” lens. Characteristics for success in this role include accountability, punctuality, and the ability to clearly communicate while using critical thinking to complete projects. This individual will need to be comfortable with relying on technology and data to build best practices, analyze processes, and make recommendations for the future.

An Example of a week in the life of the Street-Level Operations Supervisor (SLOS)

MONDAY

- 8:30am- **ROUNDS (Underground)** SLOS walks the length of the Underground looking for lights that need to be replaced, spots in the paint that need to be touched up. SLOS ensures music is playing on all speakers at a reasonable volume and key entry points are unlocked and accessible. SLOS connects with DOKC’s part-time Operations Assistant in-person to discuss any ongoing maintenance projects for the Underground. SLOS documents items to report to team on the #operations Slack channel with photos.
- 9am- SLOS arrives at office to respond to emails and uses desk time to follow up on projects including reviewing weekend Green Team statistics and incident reports on the Smart System. SLOS reaches out to multiple contractors to receive bids on expanding the single doorway to a double doorway for the Green Team operations storage.
- 12noon- **ROUNDS (P180, Bricktown Canal)** SLOS walks all the P180 packages paying attention to landscaping beds, accumulation of leaves on the street, if trashcans have been emptied and wiped down. SLOS texts service requests to Green Team as needed. SLOS then drives golf car over to Bricktown Canal to perform a walkthrough. SLOS documents items to report to team on the #operations Slack channel with photos.
- 2pm- **Weekly Operations meeting with COO** (60 minutes)- SLOS leads meeting with going over in-progress projects, asks questions to clarify budget for Green Team storage door expansion, discusses timeline for diagnosing issue of P180 trees outgrowing the grates in City Center, confirms proposal to order more stickers for Terracycle Cigarette Butt Recycler stations. SLOS and COO discusses their agenda items for the upcoming Monthly Parks Coordination Meeting with the City of OKC and reporting needs for upcoming Midtown Board Meeting.
- 3pm- SLOS catches up on emails and uses desk time to follow up on projects, including spending time in the Green Team Smart System pulling stats and preparing report for Midtown meeting. SLOS then compiles a listing of items to report to peers at the next day’s Staff Meeting.

TUESDAY

- 8:30am- SLOS arrives at office, responds to emails and uses desk time to follow up on existing projects
- 10am- **Weekly Staff Meeting** to share updates and reports about downtown happenings and project status (90 minutes)- SLOS leads Green Team report with Green Team Manager and provides update on major projects in progress
- 11am- **ROUNDS (Midtown, P180/City Center)** SLOS walks on foot to assess state of P180 landscaping beds, notices a trashcan that has been dumped on the sidewalk at Hightower Park. SLOS notifies Green Team via text about trashcan and begins picking up garbage until Green Team arrives. SLOS visits Kerr Park and notices the chairs are scattered throughout the space. Calls Green Team Manager to ensure that Green Team is including Kerr Park in daily set-up rounds and begins to replace chairs until Green Team arrives. SLOS takes golf car over to Midtown and walks through Midtown street zone, checking on the two roundabout landscaping, and making observations at the street-level (from the curblin to storefront, from the ground to pole banners that DOKC manages. SLOS documents items to report to team on the #operations Slack channel with photos. SLOS continues to drive through all of Midtown and roundabout landscaping before arriving at the board meeting venue.

- 1:30pm- **Monthly Midtown District Board Meeting** (60 minutes)- SLOS listens and observes; provides brief report on Green Team statistics and outcomes, including how many bags of trash collected, instances of graffiti removed, curblines swept, and homeless outreach interactions.
- 2:30pm- **ROUNDS (Bricktown, Deep Deuce)** SLOS drives golf car to Bricktown with a focus on making sure all trashcans are empty and have been wiped down. SLOS visits the Bricktown Mid-Block Crossing and assesses the landscaping of the planters. SLOS notes the an overflowing dumpster in Flaming Lips Alley and reports the incident for cleanup by the Green Team. SLOS then visits the limited areas where DOKC/BID provides service in Deep Deuce.
- 4pm- SLOS returns to office to report to team on the #operations Slack channel with photos, checks emails, and performs follow-up tasks related to ongoing projects.

WEDNESDAY

- 8:30am- SLOS arrives at office and responds to emails; follow up on quote for expansion of doors for Green Team storage space; walks up to Leadership Square 4th Floor conference room for board meeting
- 9am- **Bi-monthly Business Improvement District Board Meeting** (90 minutes)- All staff attends; SLOS listens and observes, takes notes for actionable items
- 10:30am- **ROUNDS (Underground, Automobile Alley)**
- 2pm- SLOS catches up on emails and uses desk time to follow up on projects

THURSDAY

- 8:30am- SLOS arrives at office, catches up on emails and uses desk time to follow up on projects
- 9am- **Monthly Parks Coordination Meeting with City of OKC** via Zoom (30 minutes)
- 9:30am- SLOS catches up on emails and uses desk time to follow up on projects
- 11am- **ROUNDS (Underground)**
- 1pm- SLOS returns to office, catches up on emails and uses desk time to follow up on projects
- 3pm- **ROUNDS (West Village, P180)** SLOS walks through P180 street zone to identify and audit all landscaping beds with grates as the trees within these beds have matured and are out-growing the grates. This information will be prepared as a report with listing and map of beds that require adjustment of the grates.

FRIDAY

- 8:30am- SLOS arrives at office, catches up on emails and uses desk time to follow up on projects
- 10am- **Weekly DOKC x Green Team Meeting** (30 min)- COO and SLOS meet with Green Team Manager and Supervisor to recap the week, discuss upcoming projects, and provide updates on existing initiatives
- 11am- **Monthly DOKC x Block by Block Meeting** (45 min)- COO, Directors, District Managers, and SLOS connect with
- 2pm- **ROUNDS (Bricktown)**
- 3pm- Office closes early in preparation for the next day's event (per CEO direction)

SATURDAY

- 12noon- **Midtown Walkabout Event** (3-hour shift)- SLOS confirms Green Team places trashcans and delivers pop-up tents to designated locations. SLOS assists with set-up of Midtown/DOKC info table and hands out flyers for one hour. The remaining time is spent walking around Midtown to ensure sidewalks are clean, trashcans are emptied and reporting street-level issues via text message to Green Team for services as needed.