

**Job Description: Director - Parks, Plazas and Greenspaces**

The Director of Parks, Plaza and Greenspaces of Downtown Partnership of Baltimore (DPOB) is part of DPOB's Parks team. Reporting to the Vice-President of Parks, Plaza and Greenspaces, this position has responsibility for the coordination, maintenance, and daily management operation of the Park Stewards to ensure plazas, parks, dog parks and other outdoor spaces within the Downtown Management District are maintained to the highest standards.

As part of the Parks team this director position collaborates with colleagues, operations and event team members along with relevant agencies to overseas park stewards, care of equipment and special projects. Will assist the VP of Parks and Plaza to monitor, oversee and maintain the following spaces: Preston Gardens, Center plaza, Hopkins Plaza, Dog Walk, Pratt Street, Conway Street, Courthouse plaza and other areas a identified by the Chief of Operations Management.

**Essential Functions:**

- Responsible for ensuring team is fully staffed and that all agreements (i.e. Center Plaza) are upheld
- Schedule special projects, supervise implementation of each project to include staffing and materials
- Patrol and oversee designated public spaces to ensure a secure, well maintained, and welcoming environment. Identify challenges and make suggestions for implementation and improvements
- Develops cooperative professional relationships with local community agencies and citizen groups to further the development of a park system
- Be available to assist in the accommodation of ADA related issues and ensure equal access to as much of the parks and plazas as possible
- Develop the knowledge and understanding to monitor DPOB team protocols for effectiveness while offering realistic solutions to team interactions
- Must be available to respond in an emergency to assist and support park stewards and their operations

**Roles and Responsibilities:**

- Manage and Direct all Park Steward Operations, Schedules, Procedures and Work tasks including daily work, daily logs, uniforms, payroll, personal time off, vacations and adherence to company rules and regulations including work-related emergencies.
- Keep accurate inventory records of all Parks team equipment, supplies, fixed and portable furniture and orchestrate the cleaning, repair, and replacement of all equipment as required

- Assist the VP of Parks and Plazas to manage projects and relationships with various City Agencies, or private contractors, including for the repair of fountains, lights, water, rodent infestation, and landscaping support including flowerpots and all planting areas
- Assist the VP of Parks and Plazas to manage, assist, and support in the planning, staging and supervision of internal and external events in various public spaces
- Establish a routine maintenance schedule for each of the public spaces and a daily task list for the park stewards including staffing needs
- Determine if tools, supplies or additional support are needed for a specific area
- Evaluate the use of plazas and parks, making recommendations for improvements to spaces that will maximize the public's access and enjoyment
- Is responsible for pickup truck care and maintenance, an electric golf cart, outdoor furniture, landscaping tools, portable furniture, storage bunkers and other storage areas, ordering and maintaining supplies needed for park steward operations
- Support the VP of Parks and Plazas in researching other cities and parks for ideas and best practices making recommendations for improvements to spaces that will maximize the public's access and enjoyment
- Recommend and schedule training for park stewards
- Performs other work-related duties as assigned

### **Skills and Experience**

- 3-5 years' experience in supervising teams in a park or community environment with an emphasis on community interactions or government services
- Experience tracking team information and data for reporting purposes
- Experience driving corporate vehicles in conjunction with job responsibilities
- Excellent interpersonal skills

### **Qualifications**

- Bachelor's degree, preferably with an emphasis in Hospitality, Landscaping, or Therapeutic Recreation or Park Management
- Experience and/or knowledge in working with an outdoor community setting
- Ability to work outdoors and navigate street and hills in Downtown Baltimore
- Excellent written and verbal communication skills
- Significant computer skills to include Microsoft Office
- A current Maryland Drivers' License w/Clean Driving record of 2 points or less
- External candidates require related experience in hospitality, landscaping or parks
- Internal candidates require a completion of a successful six-month experience at DPOB indicated by a lack of any disciplinary actions

### **Position Type/Expected Work Hours**

- This is a full-time exempt position on site at DPOB – 20 S. Charles Street, Baltimore, MD 21201
- Occasional evening and weekend work may be required as the job duties demand
- The role reports to the Vice-President Parks, Plaza and Greenspaces
- This position has a team of 5 – 15 direct reports

## **Physical Demands**

This position is an integral part of the Parks team and involves significant walking, often on uneven terrain, in various weather elements in Downtown Baltimore.

- Regular use of arms, hands and fingers in a range of duties to include use of a computer keyboard, telephone and copier
- Vision levels to include close, distance and peripheral vision
- Carry object up to 30 lbs is required

The list of duties and responsibilities is not intended to be all-inclusive and may be expanded to include other duties and responsibilities deemed appropriate or necessary by Downtown Partnership of Baltimore.