**Job Description: Vice President of Public Space Maintenance**

The Vice President of Public Space Maintenance for Downtown Partnership of Baltimore (DPOB) has responsibility for managing Public Space Maintenance within the 106 Block area of the Downtown Management Authority (DMA). Reporting to the Chief of Operations Management the Vice-President of Public Space Maintenance will work closely with the leaders of the Parks, Plazas, and Green Spaces, Capital Projects, Hospitality and Safety, Homeless Outreach, and Marketing and Economic Development areas to improve the cleanliness, safety, and livability of downtown Baltimore City.

**Essential Functions:**

The Vice President of the Public Space Maintenance Division is responsible for cleaning and maintaining designated public and private areas (aka Clean Team) within the 106-block area of DMA:

* Oversees the work of CSA supervisors and front-line staff in the collection of solid waste, refuse, cleaning of sidewalks, streets, gutter lines, trash removal, graffiti removal, and selected green space maintenance
* Reviews and approves Director prepared cleaning schedules, posts, and route assignments for CSAs and Supervisors
* Routinely inspects works sites to ensure compliance with DPOB SOPs to ensure efficient operations and daily objectives
* Conducts unscheduled inspections of assigned routes and posts and reports findings and makes corrective recommendations to Director, CSA Supervisors, and CSAs
* Ensures the implementation and enforcement of new policies, procedures and operational modifications as directed
* Develops and arranges for training programs in solid waste, and related aspects of collection, disposal, and maintenance of disposal for refuse in the DMA to be provided to CSA personnel
* Recruitment, training, and continuous evaluation of Clean Team Program Personnel, to include direct supervision of the Director of Public Space Maintenance, and indirect supervision of all CSA personnel
* Serve as a liaison between City, State, and Federal agencies, private, and non-profit sector downtown stakeholders concerning Clean Team issues
* Regular and ongoing communication with Clean Team Supervisors and Clean Sweep Ambassadors (CSA), while assisting all personnel with resolution of field issues.
* Collects and analyze in field performance data utilizing Excel so it can be extrapolated both into data models and for purposes of Geographic Informational Studies (GIS) mapping.
* Collaborates with the COM to create Key Performance Indicators (KPI) and once determined, ensure team KPI’s are achieved within the Clean Team.
* Prepares professional presentations (virtual/in-person/PowerPoint) to DPOB/DMA internal and external stakeholders regarding operational matters, special initiatives, and related issues.
* Meets and interacts with community groups, business associations, and other stakeholders; responds to and resolves concerns and complaints regarding debris, graffiti, trash, and other similar cleanliness issues
* Assists the COM with the annual budget process to include drafting, and presenting to stakeholder
* As requested, assist the COM in staffing the Clean Committee, and serve on other front facing external committees

**Responsibilities:**

* Drafts and revises Standard Operating Procedures (SOPs) which provide guidance and structure to Clean Team Personnel, while requiring consistent standards for cleanliness and deliverables for the Clean Team Program
* Collaborates with the Human Resources to create external pipelines to support the hiring of returning citizens and other similarly situated individuals for the Clean Team Program
* Drafts, revises, and coordinates the implementation of the Maintenance Training Program with Director of Public Space Maintenance
* Collaborates with Vice Presidents and Directors of the Parks, Plazas, and Green Spaces, Capital Projects, Hospitality and Safety, Homeless Outreach, and Marketing and Economic Development teams to contribute to DPOB/DMA projects
* Collaborates and coordinate with the Department of Recreation and Parks, Department of Public Works, and other city and local agencies to assist or supplement existing Public Space maintenance and cleaning efforts
* Develops and monitor data collection methods to effectively manage, prioritize, forecast trends and outputs regarding daily maintenance issues
* Through the provision of data and collaboration and working with the Special Assistant to the COM, creates a CleanStat model to monitor cleanliness
* Represents DPOB in meetings with stakeholders, property owners, residents, businesses, public officials, and other community organizations.
* Research best practices in other cities and make recommendations to the COM for policies and procedures that may be applicable to DPOB regarding cleanliness initiatives
* Administers and implements the Public Maintenance Budget, to include a monthly review of all accounts with the COM to ensure spending levels comply with annual DPOB/DMA budgets
* Records and evaluates all purchases (inventory, equipment, vehicles, etc.)
* Collaborates with Director to manage and review employee timecards for completeness and adherence to policy for payroll related activities while evaluating the impact of approved time off on team member schedules.
* Conducts interviews, select candidates for employment and support the on-boarding of all new employees
* Collaborates with the Parks, Plazas, and Green Spaces, Capital Projects, Hospitality and Safety, Homeless Outreach, and Marketing and Economic Development on the branding and purchase of CSAs uniforms.
* Designs a service maintenance schedule for all equipment and vehicles
* Develops and oversees an inventory control system designed to minimize loss, theft and misuse; and regularly monitor budgeted expenditures to ensure prudent and efficient use of funds.
* When necessary, steps in and performs the duties of a frontline CSA employee in the field to include sweeping pedestrian walkways, gutter lines, emptying trash receptacles, operate machinery and drop off solid waste
* Collaborates with the Vice Presidents and Directors of the Operations Division with the Employee of the Month, Employee of the Year, Orioles Night Out, and other programs honoring DPOB’s Operations Teams.
* Acts as backup receptionist for the front reception desk (required of all Administrative employees).
* 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 to support the needs of the organization

**Qualifications**

* Bachelor’s degree, preference for business, waste management, engineering, environment or science or similar field with 10 or more years of experience
* Master’s Degree (MBA or MPA preferred) can substitute for 2 years of experience
* Excellent leadership and strategic planning skills
* Strong proficiency with Microsoft Office, PowerBi and/or PowerPoint
* Excellent analytical, problem-solving and decision making skills
* Baltimore City metropolitan area resident preferred

**Skills and Experience:**

* Minimum of 7 years’ experience in field of sanitation management
* Demonstrated management experience regarding the recruitment, training and supervision of semi-skilled personnel
* Prior management experience to include people and projects
* Ability to handle multiple priorities and deadlines in a fast-paced environment
* Demonstrate above average to excellent written and verbal communication skills.
* Maryland Driver’s License w/Clean Driving record of 2 points or less

**Position Type/Expected Work Hours**

This is a full-time Exempt position on site at DPOB - 20 S. Charles Street, Baltimore, MD 21202.

Occasional evening and weekend work may be required as the job duties demand.

The role reports to the Chief of Operations Management.

**Physical Demands**

The duties of this position require the employee to support, supervise and provide oversight of CSA personnel in the field in a variety of harsh weather conditions to include snow, sleet, rain and extreme heat or cold. The employee must possess the ability to bend and stretch and lift bulky items of light to moderately heavy weight. The employee will regularly use arms, hands, and fingers in a range of duties to include use of computer keyboard, telephone, radio and copier. The ability to perform the job function requires vision levels to include close, distance and peripheral vision.