



### **Field Operations Director**

Classification / Work Schedule: Exempt, Full-Time, M – F, 6a-3p  
Salary Grade/Level/Range: Salary commensurate with experience  
Reports directly to: Senior Manager of Public Space and  
Community Engagement

#### **Job Summary/Objective:**

The Field Operations Director ensures the delivery of high-quality service through the development and implementation of efficient operational systems, quality assurance mechanisms, and thorough leadership in managing staff and financial resources related to ambassador services, beautification, & maintenance in Downtown Tampa. The position supervises the facilitation of public space services and supports the execution of special projects related to the Special Services District (SSD). The Field Operations Director reports directly to the Senior Manager of Public Space & Community Engagement.

#### **Essential Job Duties**

- Oversee Tampa's Downtown Guides and Clean Team and employee relations, to include administration of annual performance reviews, hiring, training, etc.
- Supervise on-street services by the Guides, related, but not limited to, data collection, reporting code enforcement issues, fostering business relationships, customer service, and stranded motorist assistance.
- Supervise on-street services provided by the Clean Team related, but not limited to, landscaping, litter removal, graffiti abatement, pressure washing, etc.
- Work directly with Tampa's Downtown Guides and Clean Team project managers to delegate tasks, determine priorities, identify and assign projects, develop assessment and evaluation tools, establish procedures, and oversee planning and implementation.
- Evaluate & administer weekly schedules, PTO, daily vehicle checks, supply orders, and more.
- Oversee development and implementation of data collection and evaluation tools via integrative software and performance measurements to ensure effective delivery of services.
- Create and enhance partnerships as liaison with City of Tampa-related departments such as Tampa Police Department, Solid Waste, Parks & Recreation, Code Enforcement, etc., to ensure maximum attention to ambassador services and maintenance within the SSD area.
- Ensure meaningful goal-setting, measurable outcomes and accountability, and deliverables.
- Excellent written and verbal communications skills, including demonstrated ability to articulate the organization's philosophy and structure to a wide range of audiences.
- Employ fiscal and business management skills to develop, manage and track budgets, contracts, and inventory, handle multiple priorities and execute timely completion of projects.
- Ability to manage and motivate employees, utilizing excellent judgment skills and problem-solving abilities. Hands-on leadership and a pro-active approach are essential.
- Experienced and knowledgeable in managing staff, Human Resource applications, policies, and procedures.
- Performs other duties as assigned.
- Able to walk long distances and in all types of weather.
- Able to work with collected data to extract key facts and trends.
- Able to work designated schedule with occasional evening and weekend hours.

**Nonessential Job Duties**

- Ability to interact with all levels of staff, Board members, business and community leaders, and stakeholders.
- Ability to document/report information appropriately and timely.
- Ability to understand company software.
- Thorough and excellent attention to detail.
- Works well under pressure.
- Ability to facilitate general technological troubleshooting.
- Ability to lift heavy objects.
- Familiar with operations of Business Improvement Districts (BID).
- Familiar with current industry trends related to ambassador services and maintenance.
- Exp. with HR policies and procedures
- Bi-lingual is preferred

**Required Education and Experience:**

- Minimum five years of management experience in the service industry, construction management, municipal government, business improvement districts, or convention and hospitality services; preferably in a special services district, urban partnership, or closely related field.
- Comprehensive understanding of Downtown Tampa.
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook)

**Statement of Other Duties Disclaimer:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of this position. Job duties may change at any time, with or without notice.



## About the Partnership

### Vision

Tampa Downtown Partnership is the leader in fostering a vibrant, diverse, 24-hour downtown neighborhoods in which to learn, live, work and play.

### Mission

The strategic mission of Tampa Downtown Partnership is to be the steward of Downtown Tampa while cultivating effective public/private partnerships to facilitate catalytic physical and economic development.

Programs such as our Clean and Safe team and our transportation initiatives make accessing and navigating downtown an easy and enjoyable experience. As a membership organization, we are driven to serve the downtown business community and are empowered by what each member brings to our organization. Together, we strive to improve the collective downtown community, be an active conduit of information and resources, promote a shared vision for Tampa's Downtown, and create and implement the plans that support that vision.

The Tampa Downtown Partnership administers the Special Services District program through an annual contract with the City of Tampa. Through the Special Services District program, the Partnership works to promote the downtown experience through a multitude of initiatives such as marketing, business development, transportation, planning, and beautification, as well as maintenance and safety with Tampa's Downtown Guides and Clean Team. The Partnership also works with numerous agencies to identify opportunities and facilitate opportunities for collaboration, advocacy, and strategic planning for issues related to Tampa's Downtown.

### Equal Employment Opportunity

The Partnership is an equal opportunity employer. It is the policy of the Partnership to provide equal employment opportunities to all employees and applicants for employment without regard to race, creed, color, age, sex, religion, disability/handicap, pregnancy, childbirth, or related medical condition, citizenship status, service member status, sexual orientation, gender identity or expression, familial status, marital status, national origin, genetic information, or any other category protected by law in all employment practices

### Additional Compensation

Fully paid Health and Dental Benefits  
Life Insurance  
Matching 401K  
Paid Personal Time Off  
Commuter Transportation Allowance

### Application Information

Resumes and cover letters should be emailed directly to Shaun Drinkard, Senior Director of Public Programming & Operations, at [sdrinkard@tampasdowntown.com](mailto:sdrinkard@tampasdowntown.com). Only candidates meeting qualifications need apply. Phone calls will not be accepted. Position will remain open until filled.