Position Description
Deputy Director of Operations

The Union Square Partnership (USP) is the leading advocate for the Union Square-14th Street district. The organization includes two 501(c)(3), non-profit organizations including a local development corporation and Manhattan’s first business improvement district. USP was founded over 40 years ago to promote the economic, residential, and cultural vitality of the neighborhood. USP provides sanitation, public safety, business and economic development and marketing services, hosts a wide range of community events, and invests in the beautification and maintenance of Union Square Park.

The organization is overseen by the Executive Director and its Board of Directors comprised of Union Square’s leading civic leaders from its corporate sector, academic and cultural institutions, and the residential community. It has an administrative staff of ten reporting to the Executive Director, and a combined annual operating budget of $4.5 million. Most recently, USP completed a neighborhood planning project, the Union Square-14th Street District Vision Plan, which lays out a series of future construction projects aimed at making Union Square more beautiful and pedestrian-friendly.

As Deputy Director of Operations, you will be responsible for...
Reporting to the Deputy Director + Director of Operations, coordinating the organization’s daily field activities, including supplemental security, sanitation, streetscape, landscaping, and beautification services, which USP provides either through sub-contract or directly. Overall, the Deputy Director of Operations is responsible for enhancing USP’s efforts to upgrade the quality-of-life in Union Square-14th Street, and work with area partners, including City and State agencies, in order to monitor and address issues as they arise.

Your duties will include...

Issue Tracking + Reporting: Survey, inspect, and document district conditions and report pertinent findings to relevant parties. This may include physically walking around the neighborhood as well as relaying information from field staff or handling complaints and inquiries from the public, constituents, or partner groups. Documented conditions may be addressed by field staff, reported to 311 or directly to an agency or property owner for response, recorded in our asset tracking system, and followed-up on for resolution.

Beautification + Maintenance: Administer contracts with a host of vendors that service Union Square, including park landscaping and street furniture, and work with our partners at the Parks Department, NYC DOT, and Department of Sanitation to always maintain exemplary conditions within the district.

Sanitation Services: Track the performance of the sanitation program. Coordinate with the principal owners of our contracted vendor to evaluate current cleanliness levels within the district. Assist in the
development of new strategies to identify and upgrade our cleaning services, which include trash and graffiti removal, painting of street furniture, planting and lighting programs, etc.

**Public Safety:** Track trends in the area through the NYPD CompStat system and assist in the development of programs and strategies based on current crime trends and information received from NYPD reports and other law enforcement partners. Continuously evaluate responses to improve area conditions.

**Program Administration:** Help monitor the budget and expenses relating to the provision of supplemental services. Develop and maintain statistical data and prepare reports, graphs, etc. on USP activity. Distribute monthly reports on activities for dissemination to key partners. Assist marketing staff with the development and execution of events and ideas to promote our work in the area of core services. Research and analyze best practices in public realm maintenance.

**Relationship Management:** Maintain ongoing relationships with City agencies including NYPD, Sanitation, Parks, Transportation, Business Services, and other relevant agencies. Act as a contact for businesses + property owners when accessing City programs as well as addressing quality-of-life issues. Work closely with social service providers, community boards, elected officials + more.

**Who You Are...**

- A civic-minded professional with a hospitality mindset who finds it rewarding to keep the public realm safe and enjoyable for the benefit of all New Yorkers and visitors
- An organized and detail-oriented manager of your own workflow – someone who thrives in the use of written reports, lists, spreadsheets + charts to optimize performance
- A tenacious problem-solver who enjoys figuring out how to address problems and is persistent at following-up on an issue to make sure it gets resolved
- Someone who enjoys spending time outdoors but is also comfortable at a desk
- Someone who is personable and has a high level of integrity, able to build relationships and establish trust with a variety of people from all backgrounds

**What you’ll need to excel in this position...**

- Knowledge of New York City government and/or business improvement district (BID) operations is key to the candidate’s success in this position
- Former BID, City, or large public property management experience is preferred
- Bachelor’s degree from an accredited college
- Must exhibit a high degree of professionalism, be detail-oriented, organized, and efficient, and possess the ability to coordinate multiple priorities simultaneously
- Willingness to work flexible hours; on-call responsibilities on evenings and weekends
- Must have the ability to and willingness to travel the district and spend hours at a time outdoors, occasionally in inclement weather
- Solid written and oral communications skills with a high-level of computer and Internet literacy (Microsoft Word, Outlook, Excel, PowerPoint) and a strong aptitude for mastering new applications
**What’s it like to work at USP?**

- We are a dynamic team of public space management and community building professionals with a deep love and appreciation for the history and potential of Union Square-14th Street.
- Our culture is built on transparency and all members of the executive team are welcome at all board and committee meetings so that everyone has a full understanding of how decisions are made – and your input is always welcome.
- We care about your professional development and strongly encourage staff with over six months of service to apply among several options for engaging leadership programs.
- We offer generous medical, dental and vision insurance because we believe you shouldn’t have to stress about your health.
- Your work family is important, but yours at home matters most. That’s why we offer fully paid maternity and paternity leave.
- Everyone needs their R&R, and we strongly encourage every member of the team to take their annual leave time and you are supported in “disconnecting” while away.
- There is some room for WFH with this position but overall, the candidate is expected to be in the neighborhood no less than four days per week and as many as five days per week during busy times in the spring/summer, and during inclement weather events.

**Compensation**

Salary is commensurate with experience. The intended salary range for this position is $60K to $70K per annum plus benefits, which include health, dental, and vision insurance, transit benefit, and 403(b) retirement plan with employer match.

**Interested in joining the USP team? Here’s how you apply!**

USP is an equal opportunity employer. All qualified candidates are encouraged to apply. Cover letter, resume, and salary requirements should be submitted by **Saturday, April 30th at jobs@unionsquarenyc.org**. Please state in your cover letter the location where job posting was seen and put “Deputy Director of Operations” in the subject line of your emailed application. No phone calls please.