

Title: Memphis River Parks Operations Manager

Purpose:

The Operations Manager will build, lead and manage Memphis River Parks Rangers working every day to make Memphis' riverfront the best in the country. The manager will bring a commitment to excellence, high-quality maintenance and a visitor experience that prioritizes friendliness, innovation and fun. The manager will recruit, train, mentor and manage the ranger team to embody the Partnership's values and create a riverfront for everyone. The ideal candidate brings a willingness to think outside of the box and create and implement new policies, practices and procedures to improve performance and efficiency.

Responsibilities:

- Build, lead, and manage the Rangers, Site-specific Rangers, and Ranger Leads
- Hire and train field operations Rangers in accordance to current hiring processes
- Ensure routine maintenance of the parks using developed Checklists
- Manage urgent tasks in a timely manner
- Schedule contractors for cleaning of the Partnership's facilities and for special events
- Ensure appropriate Ranger coverage based on park usage, changing weather conditions, and events
- Maintain a visible presence and be available to staff to answer questions and give ongoing feedback
- Escalate issues to Director including issues related to safety, security, employee relations, scheduling, training, conflicts, etc.
- Ensure equipment is in working order and routine maintenance performed and documented
- Create a welcoming environment in the parks by greeting all visitors in a warm, friendly manner
- Report on current projects, tasks, and issues on a regular basis
- Maintain vigilant attitude; anticipate adverse situations and seek assistance from appropriate internal and/or external resources
- Adhere to internal and external health and safety guidelines
- Act as information source for visitors and other staff as needed
- Cooperate with and assist other team members throughout the Partnership
- Represent Memphis River Parks with clean, well-groomed appearance wearing appropriate uniform daily
- Schedule inspections for valves, fire alarms, elevators and escalators. Works with the City's Risk Management & Insurance Loss Control Analyst to make sure deficiencies are taken care of
- Perform daily activities in efficient manner with initiative and in compliance with policies and procedures provided
- Approve timecards and schedules through online platform

Qualifications:

- Knowledge of grass cutting services, landscaping, facility maintenance and waste management
- Solve problems, collect data, establish facts, and draw valid conclusions
- Experience managing multiple contractors
- Ability to coach others
- Physical ability to perform assigned job
- Ability to lift heavy equipment and tools on a regular basis

- Ability to read, understand and interpret directions, safety manuals, and simple correspondence
- Capable of navigating park grounds by various means of transportation, walking, motorized and nonmotorized vehicles
- Able to use and maintain equipment in safe manner and according to routine maintenance standards
- Ability to work both independently and in a team environment
- Able to communicate with clarity and precision
- Available to work variable schedules

Preferred Requirements

- Prior experience in Operations of Public Space

Compensation:

Salary range: \$50,000 - \$55,000, commensurate with experience and responsibilities; including competitive benefits.

Reporting Responsibility:

Reports to Director of Brand Experience

Qualified candidates please [Apply Here](#)