

JOB DESCRIPTION

POSITION TITLE: Chief of Public Safety & Field Operations



Job Description

TITLE:
Chief of Public Safety & Field Operations

REPORTS TO:
President & CEO

DIRECT REPORTS:
Public Space Operations Manager, Quality Assurance Specialist & Public Safety Manager

REVISED:
April 15, 2024

POSITION OVERVIEW:

The Chief of Public Safety & Field Operations is an integral member of a small management team and supports the district's day-to-day management. Duties range from overseeing clean and safe team operations to taking the lead on projects with city departments. You also work closely with property and business owners, community organizations, staff, contractors, City of New Orleans Departments, and other public agencies to build continued community support for downtown, resulting in a highly attractive and manicured public realm.

ESSENTIAL DUTIES:

Administer all aspects of public space and safety management programs, including the following:

- Develop and improve program work plans (police detail, Public Safety Rangers, private security patrols, sidewalk cleaning, tree maintenance, etc.), including time frame, budget/funding, procedures, staffing requirements, and allotment of resources.
- Lead the development of requests for proposals/qualifications (RFP/RFQ) and selection process for public space and public safety projects and activities.
- Manage DDD Public Space Maintenance and Public Safety contracts, ensuring contractors' contract compliance and work quality for a highly attractive public realm.

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- Audit accounts, records of proof, and certifications to ensure compliance of contractors with contract requirements and standard procedures & practices.
- Improve quality & efficiency through Continuous Quality Improvement processes.
- Direct management of Dispatch; oversee accuracy issues in the daily activity log for reporting.
 - Daily oversight and quality control of all services provided by our contractors to the district.
 - Conduct regular meetings with contractor leadership and evaluate team performance.
 - Track Clean and Safe budgets and communicate any issues in spending excess or shortfalls. Review and maintain records of contractor invoices.
 - Give guidance to clean and safe teams on complex district issues and requests that come in through dispatch and on-the-ground staff.
 - Identify, research, and manage maintenance and safety-related projects throughout the district.
 - Collect and input Clean/Safe program data, follow up on any discrepancies, track trends, and prepare for reporting in the quarterly newsletter.
- Develop and deploy Police, Public Safety Rangers, and Private Security Detail
- Manage programs to address homelessness.
- Monitor and implement DDD Quality of Life programs, including Code Enforcement and the regulation of vending, public behavior, building code violations, etc.
- Collaborate with City officials, stakeholders, and contractors on district projects that require ongoing management, such as street sign replacement, curb repairs, roadway repairs, lighting, etc.
- Advocate for DDD priorities to the New Orleans Police Department. Develop and maintain partnerships with NOPD and any other public or private organizations involved in safety and security in the DDD.
- Communicate with stakeholders regarding public space and safety projects and issues.
- Upgrade and beautify the Downtown streetscape through the introduction of vibrant and coordinated programs strategically placed to highlight area attractions.
- Develop a vision for and coordinate with public and private stakeholders to implement attractive, high-quality, low-maintenance street furnishings that contribute to a contemporary, developing downtown aesthetic.
- Maintain and develop new funding sources.
- Oversee the inventory of existing physical conditions (using photographs and other means) of the downtown streetscape in order to document existing conditions and improvements.
- Make media appearances as needed, per DDD Communications Policy.
- Perform other related duties as assigned.

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QUALIFICATION STANDARDS

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required. The successful candidate will possess superior personnel management, contract management, and customer service skills. Moreover, the successful candidate is expected to be reachable in the evenings and weekends to respond to emergency matters and ensure effective business operations 24/7.

Education

Bachelor's degree or certification in property/facilities management, landscape architecture, urban planning and design, business administration, criminal justice, or related field.

At the discretion of the President/CEO, experience may be substituted for education.

Experience

Must have at least five years of experience in property/facilities management, security, project management, public bid procedures, contract management, landscape architecture, and/or urban design with working knowledge of construction and maintenance operations.

Proven experience in problem resolution and customer service.

Demonstrated excellent verbal and written communication skills and the ability to work effectively and rally support from public officials, business leaders, and the media.

Demonstrated ability to work independently while still collaborating and functioning as a member of a highly motivated and collegial team.

Experience managing and motivating other team members and efficiently assigning financial resources in the pursuit of excellence.

Knowledge of the challenges and pitfalls of urban development and property management and the strategies to overcome them.

Experience working with groups and individuals from diverse cultural and economic backgrounds.

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Demonstrated strong computer skills, including Microsoft Office applications and data management systems.

SUPPORTIVE DUTIES & RESPONSIBILITIES

May occasionally be called upon to direct the activities of the District in the absence of the President.

May be called upon to assist the President by temporarily assuming leadership of one or more of the various District departments during managerial absences.

May be called upon to assist the President by serving as the “voice” of the DDD to the public and the representatives of the media.

KNOWLEDGE, SKILLS, AND ABILITIES

The individual must possess the following knowledge, skills, and abilities and be able to explain and demonstrate that he or she can perform the essential duties of the position, with or without reasonable accommodation, using some combination of knowledge, skills, and abilities:

- Ability to read the English language to fully comprehend work requests, caution notices, and similar written materials.
- Ability to accurately type at least 25 wpm.
- Ability to prepare and analyze data, figures, and transcriptions that are prepared and generated by computer.
- Ability to work with fingers to pick, pinch, type, and carry out substantial movements (motions) of the wrists and hands as requested.
- Ability to perceive the nature of sound with or without a correction. Ability to receive detailed information through oral communication and make fine discriminations in sound.
- Ability to exert up to 50 lbs. of force occasionally and/or a considerable amount of force to frequently or constantly lift, carry, push, pull, or otherwise move objects, including the human body; sitting most of the time; walking and standing are frequently required.
- Ability to visually discern near and far objects with or without corrective lenses.

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- May be called upon to work outdoors in inclement weather for extended periods of time.
- Ability to safely operate cars and vans on city streets.
- Knowledge of basic word processing, spreadsheets, and database input.
- Superior customer service, contract management, project management, and personnel management skills

Licenses or Certificates

No special license is required.

Salary Range:

Range is between **\$105,000 and \$115,000**.

Please e-mail your resume and cover letter to Lisa Mckee, Human Resource Coordinator, at lmckee@downtownnola.com or call 504-620-0877 if you require any additional information. The DDD thanks you for your interest.