



Position:

Director of Operations

About Chicago Loop Alliance:

[Chicago Loop Alliance](#) creates, manages, and promotes positive and inclusive programs that attract people to the Loop and accelerate economic recovery. CLA is a membership organization as well as the sole service provider for Special Service Area#1-2015, and the Chicago Loop Alliance Foundation produces public art projects and events. Past and current projects include the ongoing management of State Street from Wacker to Ida B. Wells; provision of enhanced services including, but not limited to, clean, safe, healthy, and beautiful; place activations to provide positive urban experiences; advocacy, planning, and comprehensive marketing initiatives to attract more people and investment to the Loop. For more information about the work of CLA, please visit [here](#).

Working with us:

As a member of the Chicago Loop Alliance team, you will be part of a tight-knit, collaborative work culture. CLA runs on a small but mighty staff, providing opportunities to try new things and grow in many directions. Senior leadership is accessible and supportive, and you can take pride in working for an organization that emphasizes diversity and inclusivity. Happy hours are not uncommon, friendships outside of the workplace tend to flourish, and open communication is encouraged. Being part of CLA means working hard, but feeling great about your impact at the end of the day.

Reports to:

President and CEO

Summary:

CLA is seeking a qualified professional to join our team as Director of Operations and become part of one of Chicago's most dynamic urban placemaking organizations. The focus of the work is to manage nine blocks of State Street, the Chicago Loop's premier retail core, through the provision of enhanced services including cleaning, security, health, beautification, and infrastructure maintenance and repair. The ideal candidate would have street management experience and be able to engage a wide variety of people and the business community on State Street.

Duties and Responsibilities:

- Develop and manage day-to-day operations and administration of CLA enhanced services programs in accordance with the CLA Annual Business Plan

- Responsible for guidance and direction of on-street operations, implementing plans to maximize visibility and effectiveness of resources (personnel and equipment)
- Evaluate daily needs and adjust the standard deployment plan to meet the daily needs of State Street to exceed our guests' – shoppers, visitors, residents, students, workers, etc. – expectations of a clean, safe, and orderly urban experience
- Ensure CLA vendors providing services along State Street meet CLA service expectations through regular contact with vendors; evaluate service quality through measures of performances compared to expectations and overall program performance and adjust as necessary
- Actively engage State Street businesses, property owners, city departments, and Loop stakeholders to collaborate on solutions to identified issues and to set a course for continual program evolution; implement new local strategies to continually improve service delivery
- Feel comfortable being on the street most of the time actively participating in daily safety, cleaning, health, and maintenance tasks and duties
- Oversee the financial aspects of CLA's enhanced services programs; develop and monitor annual budget to control expenditures and properly administer budget; process and monitor accounts payable and day-to-day financial management
- Manage the RFP processes for a variety of enhance services; negotiate and maintain compliance with all contracts; meet all established deadlines; collect and maintain all data required for fulfilling the reporting requirements to the CEO and the CLA Board of Directors
- Build partnerships and relationships with elected and appointed officials of the city, including city department heads, especially the Chicago Police Department and Streets and Sanitation Department, business and community leaders, and other non-profit organizations
- Lead and/or participate in necessary committee and staff meetings including preparation of agendas, reports, public notices, and minutes; assist the CEO in implementing the Board's policies, procedures, strategic goals, and objectives
- Develop key partnerships and relationships with city department heads and other entities, while establishing and maintaining effective working relationships internally and externally

Education and Experience:

- BA/BS degree in hospitality, business or public administration, real estate, or another closely related field
- A minimum of three to five years of relevant professional experience
- Background/experience in special assessment districts, infrastructure maintenance, and/or project management /supervisor experience
- Knowledge of principles and practices of community outreach and development are highly desirable
- Strong customer service and interpersonal communications skills required
- Computer proficient
- Proven leadership, interpersonal, written, and oral communication skills
- Proven analytical and problem-solving skills
- Proven collaboration, facilitation, and mediation skills
- Demonstrated experience in developing and presenting budgets and financial statements and reports
- Demonstrated experience in managing staff and contractors
- Detail-oriented with an ability to multitask and meet overlapping deadlines

- Demonstrated ability with public speaking and engagement with media and public and government officials
- Demonstrated ability to work effectively with various leaders, vendors, staff, and volunteers
- Proactive and able to work independently as well as in a team environment

Salary: Dependent on qualifications

Benefits: Medical, dental, vision, life, vacation, employer contributed 401(k)

To Apply:

Interested applicants should send a resume and cover letter to Michael Edwards, President and CEO, Chicago Loop Alliance at resumes@chicagoloopalliance.com.

Deadline:

Friday, September 3, 2021