



POSITION DESCRIPTION

POSITION

Operations Manager
 Downtown Berkeley Cleaning and Ambassador Services Program

CLASSIFICATION

Exempt - Full Time

JOB SUMMARY

Responsible for all facets of safety and cleaning program operations at the local level.

REPORTS TO	DIRECT REPORTS
Block by Block's Vice President of the Pacific Region	Approximately twelve to sixteen front line Ambassadors who provide safety, cleaning and hospitality services in downtown Berkeley.

ESSENTIAL FUNCTIONS

- **APPLICATION OF OPERATING MODEL** – apply Block by Block standard concepts, processes, practices and policies to daily operations to address local needs and concerns.
- **OPERATIONAL OVERSIGHT** – Responsible for daily guidance and direction of on-street operations. Develops a custom deployment plan to maximize visibility and effectiveness of resources (personnel and equipment). Evaluates daily needs and adjusts the standard deployment plan to meet the daily needs of the service district.
- **HUMAN RESOURCES** – recruits, selects potential candidates for hire. Trains, coaches and mentors selected staff to create a cohesive team of Ambassadors to represent downtown Berkeley.
- **QUALITY ASSURANCE** - Ensures service expectations are being met through regular contact with customer; evaluates quality of services through measuring individual employee performances compared to expectations and overall program performance, making adjustments as necessary.
- **CUSTOMER & STAKEHOLDER RELATIONS** – actively engages our customer's (Downtown Berkeley Association) representatives, stakeholders, and outside agencies (e.g.; city departments) to collaborate on solutions to identified issues and to set a course for continual program evolution. Implements new local strategies to continually improve service delivery.
- **REPORTING** – uses a combination of standard Block by Block reporting processes combined with processes developed specifically for Downtown Berkeley to update stakeholders on accomplishments and program effectiveness.
- **HANDS ON** – the Operations Manager is an important element of the program's visibility and is expected to be a 'working' manager to actively participate in daily safety and cleaning tasks and duties.

REQUIREMENTS

- **EXPERIENCE** – Three to five years of management experience
- **COMPUTER SKILLS** –Proficiency in MS Word, Excel, Outlook, and basic web based applications
- **TRAVEL** – 4 days per year to annual in-service training
- **BASE OF OPERATIONS** – Downtown Berkeley

COMPENSATION

- **SALARY** – Starting at \$62,500. Performance review and increase after 90-days. Yearly evaluation and salary adjustment thereafter.
- **HEALTH/DENTAL** – 70% of individual coverage paid
- **HOLIDAYS** – 6 paid
- **VACATION** – 2 weeks after one year of service. 3rd week after 5 years. 4th week after 10 years.
- **LIFE INSURANCE** - \$15,000 provided free after one year, option to purchase additional coverage with group rates
- **401K** – Eligible after one year of service with a discretionary company match based on performance.
- **BIRTHDAY PAY** – After one year of service
- **SHORT TERM DISABILITY** – After one year of service
- **LONG TERM DISABILITY** – After one year of service
- **PAID PARKING**

ABOUT BLOCK BY BLOCK

Block by Block is the leading provider of safety, cleaning and hospitality services to Improvement Districts throughout the United States. Based in Louisville, Kentucky Block by Block has defined every aspect of its operating model to serve the unique needs of Downtown Improvement Districts.

Each local program is guided by an Operations Manager, who is responsible for all operational aspects on a daily basis to include, recruitment, selection, training, deployment, supervision, reporting, procurement and overall quality assurance.

By starting with a philosophy of ‘hire for personality and train for skills’ we select and train all front line staff members to be Ambassadors of the Improvement District they are assigned to. After hiring and selecting employees we then employ the model of ‘treating employees the way we want to be treated’ in order to attain high levels of staff retention, which are unprecedented in the service industry.

For more information or to submit a confidential resume for this specific position visit www.blockbyblock.com.