

Deputy Director – Operations

Under the direction of the Executive Director, the Deputy Director – Operations (DD-O) provides leadership and oversight for Safer Downtown’s operational initiatives, contractual partnerships, public realm projects, and technology programs. This position serves as a strategic partner to the Executive Director, helping drive continuous improvement across programs, services, interventions, and security technology. This position is responsible for managing key vendor and contractor relationships, supporting the daily operations of the Safer Downtown Command Center, and advancing initiatives that enhance the safety, cleanliness, and vibrancy of Downtown Columbus and its Special Improvement Districts (SIDs).

As a key member of a small, collaborative team, the DD-O works across functional areas to advance organizational priorities, drive operational excellence, and achieve program goals. Serving as a peer to the Deputy Director – Safety, this role is expected to provide strategic leadership, foster cross-functional collaboration, and support the successful execution of Safer Downtown’s mission and initiatives.

Responsibilities:

Clean and Safe Program Management

- Oversee contractual relationships with third-party security, Clean and Safe Ambassadors, and homeless outreach coordinators, partnering with DD-S to ensure contract compliance and service excellence.
- Manage inventory, procurement, and maintenance of equipment and supplies supporting the Safer Downtown Command Center and Ambassador teams.
- Track, secure, and maintain all permits, licenses, and approvals related to operational equipment and technology.

Strategic Leadership

- Provide strategic direction on emerging trends, best practices, and technologies related to Downtown management, environmental design, public safety, and place-based governance.
- Assess Downtown Columbus through the lens of Crime Prevention Through Environmental Design (CPTED) and other best practices, developing and implementing strategies that support safety, cleanliness, and activation goals.
- Maintain proactive awareness of opportunities for additional funding, including grants and partnerships, and lead the application or solicitation process under the leadership of the Executive Director.
- Maintain relationships with peer and partner organizations in the fields of Downtown management, environmental design, public safety, and place-based governance, with the goal of positioning Safer Downtown as a leader in these fields.

Public Realm Project Management

- Lead the planning, budgeting, and implementation of public realm improvement projects, including landscaping, wayfinding signage, bicycle infrastructure, public restrooms, lighting, waste management, pest control, and related streetscape enhancements.

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- Serve as the primary administrator of the Center City DORA, overseeing onboarding of participating businesses, day-to-day operations, regulatory compliance, special event coordination, and program communications.
- Oversee the operation and continuous improvement of shared refuse and waste management programs serving Downtown property owners.

Administration and Operations

- Support stakeholder engagement by addressing concerns from business owners, property owners, residents, and community partners; represent the organization at public meetings and events as needed.
- Collaborate with DD-S and Dispatch & Technology Manager to manage security technology initiatives, including budgeting, contract administration, compliance monitoring, and program expansion opportunities.
- Manage contractual relationships with City of Columbus and other public sector partners.
- Provide analysis for internal and external audiences and provide program updates for outreach and marketing materials.
- Assist Executive Director with creation and distribution of a bi-weekly newsletter and planning stakeholder meetings.
- Support development, monitoring, and administration of organizational and program budgets
- Maintain Special Improvement District (SID) property owner records and administrative systems, while supporting SID reauthorization efforts and ensuring compliance with applicable regulatory and governance requirements.
- Perform other administrative duties to help fulfill the mission of Safer Downtown, as designated by the Executive Director.

Additional Duties

This job description is not intended to be all-inclusive. The DD-O will perform other reasonably related duties as assigned.

Qualifications

- Excellent punctuality, written and verbal communication, leadership, and collaboration are integral to the success of this position.
- Familiarity with Downtown Columbus and enthusiastic about supporting its success.
- Experience with stakeholder relations, placemaking, and working in the public realm.
- Strong work history with experience in budget management; contract management; and project management, program evaluation, and community relations, preferably with non-profits, special improvement districts, government agencies, or other community-based organizations.

Requirements

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- A four-year degree from an accredited college or university in City & Regional Planning, Non-Profit Management, Urban Design, Criminology, or related field.
- At least five years of full-time work experience in a related field.
- Experience working in the public realm, getting regulatory approvals, and executing projects.
- Experience with security technology, law enforcement, and emergency response.
- Proficient with relevant software, such as Bluebeam, Microsoft Office products, and Adobe Creative Cloud. Experience with security software (i.e. Genetec), ArcGIS, and WordPress are a plus.
- Ability to occasionally work outdoors in various seasonal weather conditions
- Have a valid driver's license
- Ability to pass pre-employment screenings
- This position is fully in-person.

About Safer Downtown, LLC

Downtown Columbus is a neighborhood where everyone should feel safe. As a subsidiary of Downtown Columbus, Inc., Safer Downtown takes a partnership approach in creating and maintaining a safe, clean, and welcoming neighborhood in collaboration with the City of Columbus, law enforcement, and service providers.

There are six key components to the program:

- *Camera Network:* More than 250 cameras – public and private – are streamed into Safer Downtown's Command Center where they are monitored 24/7.
- *Supplemental Safety:* Ambassadors provide uniformed on-foot and bicycle teams focused on visibility, assistance, and coordination with police and other City partners.
- *Cleanliness Initiatives:* Ambassadors offer routine attention to sidewalks and public spaces in the Central District, coordinating with City departments when needed.
- *Homeless Outreach:* Mount Carmel outreach specialists build relationships with those experiencing homelessness and help them transition to permanent supportive housing.
- *Special Duty Officers:* Safer Downtown hires special duty Columbus Police officers to patrol Downtown, focusing on enforcement, emergencies, and prevention of criminal activity.
- *Streetscape Improvements:* Safer Downtown enhances the public realm through landscaping, wayfinding, and lighting improvements.

Compensation and Benefits

Salary range from \$100,000 to \$120,000 (commensurate with experience) with a generous benefits and retirement package and complimentary parking. This is an exempt position that does not qualify for overtime.

Interested candidates should send a resume and cover letter with "Safer Downtown: DD-O" in the subject line to: humanresources@downtowncolumbus.com.

We are an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.