



JOB OPENING: Director of Field Operations & Public Safety

ABOUT US

The Downtown Jamaica Partnership (DJP) is a Business Improvement District (BID) serving Downtown Jamaica, Queens.

Our mission is to create a vibrant, clean, and safe district by providing supplemental services such as sanitation, beautification, and placemaking. The BID's core focus is managing and coordinating supplemental sanitation, public safety, and public realm operations while working closely with local businesses, residents, property owners, and City agencies to address day-to-day conditions and long-term district needs.

THE ROLE

The Director of Field Operations and Public Safety (together, Operations) plays a key role in supporting the President in managing DJP's Sanitation and Public Safety programs. Field Operations programs operate 7 days a week from 7am until 6pm, and the Director of Operations is expected to provide management coverage as needed to ensure high-quality service delivery.

WHAT YOU'LL DO

Operations

- Supervise daily operations and planning for the Sanitation and Public Safety teams.
- Conduct daily canvass of the district to ensure all supplemental services are being provided consistent with expectations and contractual obligations.
- Track neighborhood quality-of-life issues, maintaining meticulous documentation of issues reporting and resolutions to responsible parties; including DJP management, property owners/managers, businesses, city agencies, and 311, among others.
- Identify and familiarize yourself with neighborhood hot-spot locations requiring awareness and monitoring. Collaborate on generating ideas for addressing ongoing issues, such as illegal dumping, illegal parking, noise, air, and other forms of pollution, etc.
- Define, track and prepare reports on program metrics for DJP staff and Board of Directors.
- Attend monthly community board and other community meetings related to neighborhood quality-of-life concerns and reporting on these meetings to the President.
- Establish rapport and maintain contact and coordination with City agencies, including DSNY, NYPD, DOT, Parks, and others along with neighborhood stakeholders, board members, elected officials, and additional service providers.
- Manage, evaluate and report on third-party vendor relationships to ensure quality control.
- Suggest and develop appreciation events and other activities to acknowledge hard work of operations team, and to promote visibility of the BID's positive contributions to the district.

Sanitation

- Supervise contracted sanitation partner responsible for neighborhood cleaning operations and public space maintenance.
- Oversee daily activities of the 9-person sanitation team operating across approximately two daily shifts. Ensure accountability and quality control.

- Provide training, guidance, and feedback to contracted staff to improve their overall performance.

Public Safety and Homeless Outreach

- Assist in the design and launch of DJP's Public Safety program.
- Lead training initiatives to help Public Safety staff build confidence in providing visitor directions and answering questions.
- Provide ongoing feedback and support to contracted staff to improve their overall performance.
- In collaboration with President, serve as liaison between DJP's Public Safety team and relevant stakeholders, including NYPD, City agencies, and others.

Special Events

- With an operations, logistics and safety lens, assist with planning, permitting and execution of all DJP events. Coordinate and oversee set up and clean up with BID's sanitation team.
- Ensure events run smoothly while communicating any concerns to responsible parties.

WHAT YOU'LL BRING

- At least 5 years of relevant experience and/or education in operations management, project management, logistics, sanitation, public safety, event management, community development, urban planning, public affairs, or placemaking. Experience shall include managing consultants, contractors, and/or third-party vendors.
- Knowledge of Business Improvement Districts (BIDs), NYC government and city operations.
- Proficiency with Microsoft Office Suite and willingness to learn new software tools.
- Ability to work evenings and weekends as needed.
- Willingness to spend significant time outdoors, occasionally in inclement weather.
- Must be highly organized and possess excellent oral and written communication skills.
- Event management experience preferred.
- Ability to work independently while collaborating within a small team.
- Outgoing and personable, with strong relationship-building skills.

WHAT WE OFFER

- **RANGE commensurate with experience.**
- Opportunity for growth as programs expand.
- Meaningful, high-impact work in one of NYC's most vibrant and creative neighborhoods.

HOW TO APPLY

Please send a resume, cover letter, and a short response (200 words or fewer) to the prompt below to info@downtownjamaica.org with the subject line: "Director of Field Operations and Public Safety"

Prompt: Describe a challenging situation in the field (e.g., encampments, sanitation issues, emergencies, community complaints). How did you respond, and what did you learn?

Applications are reviewed on a rolling basis. Deadline to submit an application is Monday, April 6, 2026. Only selected candidates will be contacted. No phone calls or social media inquiries, please.