



## **Employment Opportunity**

### **Chief Operating Officer Downtown Boston Business Improvement District**

#### **Job Summary:**

Reporting directly to the President/Chief Executive Officer, the Chief Operating Officer will be responsible for the integrated management and implementation of programs administered by the Downtown Boston Business Improvement District Corporation (the “BID”). This position will provide staff oversight and accountability and direction to all department programs. This position will also be responsible for all contract compliance.

#### **Background:**

The BID is seeking candidates to join a team dedicated to the mission of helping downtown Boston reach its full potential as a vibrant, safe, and economically thriving community.

The BID is a 501(c)(6) non-profit organization incorporated in October 2010, created by property and business owners committed to further transforming downtown into a world-class destination that is internationally competitive and appealing. The BID, with its \$5 million annual budget, serves a 34-block area between Tremont and Congress Streets and Court and Boylston Streets that includes Downtown Crossing, the Ladder District, and parts of the Theater District and Financial District. Along with striving to create a clean, safe, and vibrant environment for everyone who experiences the district, the BID also seeks to increase business activity, to enhance property values, and to attract further investment in the area. Working collaboratively with the City of Boston, the BID works to meet these goals through a series of programs and supplemental services that target the needs of the district.

#### **Position Overview:**

The Chief Operating Officer will report directly to the President and work closely with the board of directors and staff of the BID. Candidates must possess effective management and strategic planning experience. Qualified candidates will also know how to function as a team player and will bring enthusiasm, competence and a sense of strength and leadership to the position. The candidate must demonstrate the ability to think analytically and develop creative solutions to challenges. The candidate must have the ability to work collaboratively and to exercise good judgment at all times in representing the BID to all downtown stakeholders—business and property owners, non-profit leaders, government officials, residents, and more.

- Minimum of Bachelor’s Degree.
- Advanced degree in business, urban planning, or related field helpful or preferred.
- Complex Real estate management and operation background is helpful.

## **Position Qualifications:**

- At least five years' leadership experience in either the public, private, or non-profit sectors.
- Excellent management, interpersonal, communication and organizational skills.
- Good understanding of urban issues and the importance of a balanced mixed-use community.
- Substantive administrative and contract management experience.
- Ability to manage and motivate a diverse workforce.
- Ability to see physical issues in the district and direct solutions.
- Computer, financial management and budgeting skills. Excel and QuickBooks knowledge a plus.
- Strong writing, organization and presentation skills.
- Organizational development and staff management skills.
- Helpful to understand the nature of Business Improvement Districts and the role they play in a city/downtown environment.
- A strong commitment to the needs of the district's business and residential communities.
- Must be able to work a flexible schedule (after and before normal business hours and on weekends as needed).
- Candidate should demonstrate passion, affinity and/or commitment to downtown Boston and the district's diverse community.
- Ability to develop methods, techniques and evaluation criteria necessary for obtaining results.
- Knowledge in crisis communication, risk management or incident command training helpful.

## **Position Responsibilities Would Include:**

Working with the BID President and board of directors to evaluate the district's work plan of program services in the areas of business advocacy, clean and hospitality services, beautification and promotion.

Working with BID staff to prepare annual operating budget, track adherence to budget goals, and provide the President and board finance committee with periodic management reports, operating statements, and cost and program analyses.

Establishing and overseeing organizational policies and procedures that ensure regulatory compliance with city and state along with the corporate bylaws of the BID itself. This includes procurement of all goods and services, issuing request for proposals, and monitoring/maintaining all vendor, contract and consultant relationships—including oversight of the BID's largest vendor contract, which provides over \$2 million in cleaning and hospitality services. Also overseeing BID required filings and license renewals.

Expanding relationships with corporate, community, government and institutional partners to carry out organizational mission and objectives.

Assisting the BID President with all meetings of the board of directors and serving as the President's liaison when necessary to community and civic groups, government and elected officials.

*Please email resume with cover letter and salary history or requirements to Stacy Cawley, member of BID Board of Directors and member of COO Search Committee: [scawley@bostonproperties.com](mailto:scawley@bostonproperties.com)*