



## NoMa BUSINESS IMPROVEMENT DISTRICT

### Position Description

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<b>Position Title:</b>	NoMa Ambassador Operations Supervisor
<b>Job Type:</b>	Full-time
<b>Location:</b>	Washington, D.C.
<b>Supervisor:</b>	Ambassador Operations Supervisor
<b>Pay Rate:</b>	Hourly commensurate with experience
<b>Hours:</b>	Hours may vary, depending on organizational needs; may include evening and weekend work

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The NoMa Business Improvement District (NoMa BID) is a 501(c)(6) nonprofit organization whose mission is to create a clean, safe, and welcoming environment for residents, workers, and visitors and to promote the ongoing growth and development of NoMa. The NoMa Parks Foundation, a 501(c)(3) organization, is an affiliate of the NoMa BID with the mission to establish welcoming, sustainable, beautiful spaces where people can play, refresh, and connect in NoMa. The NoMa BID provides staffing and administrative resources to the Parks Foundation.

The NoMa BID encompasses 35 blocks just north of Union Station in Washington, DC. Once an industrial area, NoMa is among the fastest-growing neighborhoods in the District and comprises more than 18 million square feet of new development. In addition, as of 2019, more than 4,500 new residential units have been built, with another 1,900 under construction. In total, over 37 million square feet of mixed-use development are planned within the NoMa BID. Significantly, there are also more than 49,000 residents in established communities in and around NoMa — including 12,000-plus within the BID’s boundaries — who use the services and amenities in the commercial core of NoMa. The neighborhood is supported by unparalleled public transportation access, with two Red Line Metro stations plus VRE, MARC, and Amtrak connections at Union Station, and is a globally recognized example of successful transit-oriented development. The neighborhood Walkscore is 95, and NoMa is served by the Metropolitan Branch Trail and 10 Capital Bikeshare stations. More information is available on the NoMa BID website at [nomabid.org](http://nomabid.org), and the Parks Foundation website at [nomaparks.org](http://nomaparks.org).

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#### Position:

The Operations Supervisor for the NoMa Ambassador Program shall be directly responsible for assisting the Director of Ambassador Operations with all team management and oversight responsibilities, directly supervising the shift duties of assigned Ambassadors, and ensuring compliance to all NoMa BID standards, procedures, and policies. The Operations Supervisor provides front-line leadership, guidance, and supervision for the Ambassadors and ensures that the BID is a safe, friendly, inviting, and well-maintained place for visitors, travelers, employees, and those working and living in the area on a permanent or temporary basis. The Operations Supervisor is responsible for creating a reassuring atmosphere for team members and the public, supporting anyone requiring assistance, and representing NoMa and the BID in a highly professional manner. The Operations Supervisor is entrusted to respond to many situations, problems, and at times emergencies, during their work and is expected to respond with tact, ingenuity, and resourcefulness.

This is an “all weather” program and the Operations Supervisor should expect to spend most shifts outdoors, no matter the weather conditions.

The Operations Supervisor is a full-time, salaried position that reports directly to the Director of Ambassador Operations.

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## **Specific responsibilities:**

- Assisting the Director with front-line, leadership, reporting, scheduling, equipment maintenance, training, and the implementation of BID procedures and policy.
  - Providing direction and counsel to team members and reporting concerns to the Director of Ambassador Operations and/or other members of the BID staff as needed.
  - Operating independently at times and exercising good judgement and decision-making skills and maintaining accountability.
  - Collecting and disposing litter in the public space.
  - Removing weeds and other unsightly vegetation using chemical applications or equipment
  - Removing graffiti using chemical applications or scrubbing.
  - Recording and reporting infrastructure issues (i.e. broken sidewalks, malfunctioning streetlights, broken signs, etc.) in the BID to supervisor.
  - Reporting emergencies and immediate problems to emergency response agencies
  - Completing daily activity reports, and other reporting as needed.
  - Maintaining a highly professional appearance and demeanor at all times.
  - Providing greetings, directions, and information to visitors and travelers to NoMa.
  - Supporting unhoused persons within the BID area.
  - Providing support for events.
  - Performing other duties as assigned.
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## **Experience/Qualifications:**

The ideal Operations Supervisor should have these qualifications:

- Associates (two-year) degree or 1-3 years of college-level coursework
  - 1-3 years' experience supervising a team of 6-12 people, ideally in a physical/outdoors setting
  - Possess a valid state driver's license, if required to operate company vehicle
  - Ability to stand and walk for extended periods of time and/or walk several miles in all weather conditions during an 8 to 12-hour shift
  - Ability to lift twenty pounds of trash or other materials
  - Capable of working outdoors in heat, cold, and inclement weather for extended periods
  - Ability to speak clearly and to provide accurate and easily understood instructions to team members
  - Ability to write clearly and effectively
  - Ability to read a map and to explain map directions to others
  - Ability to work well and cooperatively with others
  - Favorable background check
  - Excellent references
  - Capable of consistent attention to detail on a daily basis
  - Ability to be outgoing, friendly, punctual, and responsible
  - Some familiarity with Microsoft Office, especially Outlook and Excel.
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**Employment conditions:**

- Initial hiring will include a 90-day introductory period.
- NoMa BID Ambassador positions are “at will” positions.
- Employment will be subject to a background check to ensure suitability for this position.
- Uniforms will be provided.
- This position includes the possibility for health benefits, a 401(k) plan, life insurance, disability insurance, and sick and vacation leave.

**To Apply:**

Email resume to:

- [careers@nomabid.org](mailto:careers@nomabid.org). No phone calls or emails, please