



Short North Alliance | Director of Clean & Safe Services Job Description

Overview

The Short North Alliance Director of Clean & Safe Services is a key team member responsible for directing Short North Alliance clean and safe programs and services focused on the public realm. This position reports to the Chief Operating Officer of the Short North Alliance.

Roles & Responsibilities

60% of Time: Clean and Safe Programs Management

- Oversees the Short North and 54SID Ambassador Programs, core clean and safe services of the Short North Alliance, including program budget, vendor management, program quality control, day-to-day oversight, performance evaluation, and program data reporting.
- Oversees the Short North Crime Interdiction Program, a core public safety service of the Short North Alliance, including program budget, vendor management, program quality control, weekly priority setting and trend analysis, and program data reporting.
- Oversees implementation of the Short North Crisis Prevention Plan, including program budget, vendor management, coordination of vendor and partner service delivery, weekly priority setting and trend analysis, and program data reporting.
- Identifies the need for and oversees delivery of business and property services, as needed. This may include snow removal, window washing, specialty graffiti removal, pest management, etc.
- Monitors, reports, and coordinates service and maintenance issues with City of Columbus utilities and public services (i.e., waste management), private property owners, private trash collectors, and other service providers to ensure timely and effective delivery.
- Monitors and reports maintenance needs for Short North Alliance's assets in the streetscape and public realm, including GFCI electrical outlets, yard hydrant systems, custom curb and sign post elements, and other systems maintained by the organization.
- Identifies areas for improvement and potential adjustments in clean and safe programming to address the needs and concerns of property and business owners, district employees and residents, and board members.

30% of Time: Administration and Data Analysis

- Proactively and promptly addresses concerns of business owners, property owners, and community members; attends key community and public meetings on behalf of leadership;
- Leads data-driven partner and community meetings to share initiatives and outcomes, listen to concerns and challenges, and inform Short North Alliance programming. This includes managing established working groups including the Short North Violence and Injury Prevention Working Group, and the Short North Crisis Prevention Working Group, and convening new groups as needed.
- Manages property compliance with key initiatives and forms including Trespass Agent Authorization, graffiti removal consent, use of the Ambassador Hotline, and more.
- Maintains up to date information in the Short North Alliance's CRM, and sends communications and bulletins relating to district cleanliness and safety to interested, affected, or relevant parties.

administrative office

875 N High St. 3rd Floor
Columbus, OH 43215
P 614.299.8050

safety office

1181 Mt. Pleasant Ave
Columbus, OH 43215

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- Manages and delivers regular updates on key metrics associated with areas of accountability. Monitors other metrics as needed to assess program effectiveness and opportunities for improvement.

10% of Time: *Other*

- Supports the hire, supervision, and evaluation of the clean and safe services vendors to support projects operations goals and other project staff.
- Other duties as assigned.

Desired Education, Experience, and Qualifications

- A four-year degree from an accredited college or university in Business Administration, Criminology, City & Regional Planning, Public Affairs, Non-Profit Management, Public Safety Administration, or related field. Master's degree preferred.
- At least seven years of full-time equivalent work experience in a related field.
- Strong work history with experience in budget management; contract management; project management, program evaluation, team oversight; and community relations, preferably within organizations such as safety operations services providers, property management services providers, non-profits, special improvement districts, government agencies, or other community-based organizations.
- Proficiencies in the following: MS Office Suite, Mac OS, Windows OS,G Suite, and data evaluation platforms (such as Survey Monkey, Tableau, Power BI, etc.), Salesforce or other CRM management and reporting.
- Day, evening, weekend, and on-call availability with a work schedule to seasonally including one weekend day as a full-time work day.
- Possesses reliable transportation and a valid Ohio driver's license.

Core Competencies

- Highly motivated, proactive, organized, detail-oriented self-starter, and team player adept at multitasking and working toward deadlines in a fast-paced, collaborative, and always evolving work environment.
- Responsible planner, able to think strategically and mobilize data informed responses skillfully in service to a complex set of constituent needs.
- Critical and creative thinker, skilled at anticipating and juggling the needs and demands of multiple complex projects.
- Motivational team leader, able to direct, empower, and train entry level and tenured team members with operational effectiveness
- Possesses exceptional interpersonal communication skills and is comfortable communicating and engaging with an extremely broad mix of constituents (including community members; business and property owners; technical professionals; and artists, designers, and creatives).
- Solutions-oriented problem solver, adept at working diplomatically.
- Has a passion for the Short North Arts District community.

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Application Instructions

Interested applicants should send a resume, cover letter, salary requirements, and list of three (3) references electronically in MS Word or Adobe PDF format to employment@shortnorth.org by Monday, January 26 at 11:59 PM with the Subject: *Short North Alliance Director of Clean & Safe Services Application - Your Name.*

Applicants invited for interviews should be prepared to share information and examples of past work experience. Target start date is Monday, February 9, 2026.

No phone calls will be accepted.

About the Short North Alliance

The Short North Alliance (SNA) is a 501(c)3 non-profit organization serving business owners, property owners, and residents of the High Street, East 5th Avenue, and North Fourth Street commercial corridors and the Short North Arts District.

Our mission: To nurture the Short North Arts District, High Street, East 5th Avenue, and North Fourth Street commercial corridors as vibrant, creative, and inclusive communities and leading arts destinations.

Our work: The Short North Alliance supports one of most treasured neighborhoods and visitor destinations in Columbus by leading clean and safe programming, presenting some of the most longstanding Short North Arts District events (Gallery Hop, HighBall Halloween, etc.), managing beautification projects, spearheading public art programs, and overseeing marketing, communications, visitor supporting programs, and community advocacy for the over 11 million annual visitors and the 850 businesses and 1,000 property owners who call the Short North and Fifth Avenue and Fourth Street Special Improvement District areas home.

Learn more about us at shortnorth.org and fifthandfourth.org.

The Short North Alliance is an equal opportunity employer.

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