



## **DIRECTOR OF OPERATIONS**

### **POSITION SUMMARY**

The Director of Operations is a full-time, salaried position with benefits, responsible for the management of day-to-day operations, parking assets, maintenance, construction, regional initiatives, security, and infrastructure improvements. The Director of Operations will also lead Cortex's Sustainability Plan efforts and liaise with community stakeholders on regional projects outside of the Cortex boundary. The Director of Operations will work closely with Cortex staff, property owners, developers, regional initiative partners, property managers, St. Louis City, parking contractor(s), construction contractors, and community stakeholders to ensure a high-quality experience for tenants and visitors to the Cortex District.

Cortex believes its success is of vital importance to the future growth and prosperity of the St. Louis region, and seeks a committed individual who shares this vision, who desires to make a difference, and who wants to be part of a transformative organization.

### **ABOUT CORTEX**

Cortex is a nonprofit economic development organization that manages the Cortex Innovation Community, a 200-acre innovation district located in St. Louis' Central West End and Forest Park Southeast neighborhoods. Founded through a collaborative effort of Washington University in St. Louis, Saint Louis University, the University of Missouri-St. Louis, BJC Healthcare, and the Missouri Botanical Garden, with strong support from the City of St. Louis, Cortex is an anchor in the growing regional ecosystem of small businesses and startups.

Cortex catalyzes economic development in St. Louis through, and in support of, entrepreneurship and innovation. We believe that entrepreneurship is an avenue to financial and personal empowerment, and that support of entrepreneurs and new ventures is key to economic health and growth in our region. We seek to establish St. Louis as a nationally and internationally recognized hub of business and entrepreneurial opportunity by providing places and programs in support of startups, small businesses, and entrepreneurs as well as established companies.

You can read more about our work thus far on our Website.

### **REPORTING STRUCTURE**

Reports to: Chief Financial Officer  
Direct reports: Courtesy Patrol Team  
Collaborates with: Staff, Board members, partner organizations

## **RESPONSIBILITIES**

### *Department Operations*

- Define and implement operations strategy, structure, and processes.
- Prepare, manage, and execute annual operations budget.
- Manage Courtesy Patrol staff and district security.
- Mentor and implement training programs and continuing education for direct reports.
- Create and maintain policies and procedures for all areas of responsibility.
- Coordinate with the Finance Department on expenditures and project budgeting.
- Manage Metropolitan St. Louis Sewer District (MSD) Green Infrastructure Program reporting

### *Stakeholder Engagement*

- Work with St. Louis City and external stakeholders (WashU Dept. Sustainability, Arch to Park, Trailnet, Metropolitan St. Louis Sewer District (MSD), and others) on St. Louis regional projects such as sustainability, real estate initiatives, building policy, and public transportation.
- Work with community partners (WashU / BJC / CWE NSI) on mobility and transportation, security, and construction coordination.
- Primary liaison with the City on public realm issues (streets, parking, police, etc.).
- Cortex representative for City of St. Louis project compliance reporting.
- Oversee property management companies for all Cortex owned properties.

### *Project Management*

- Lead, implement, and manage Cortex Sustainability Plan and related initiatives.
- Manage all Cortex owned construction projects.
- Infrastructure and general maintenance for areas including the Cortex Commons, streetscapes, and vacant properties.
- Maintain inventory and annual financial reporting of attic stock of fixtures.
- Manage existing parking assets and day-to-day operations in conjunction with external parking manager company. Plan for future parking needs
- Other duties as may be assigned.

## **SKILLS, ABILITIES AND ATTITUDE**

- Proven track record as a team leader with an understanding of best management practices.
- Demonstrated project and budget management skills.
- Aptitude for and willingness to develop relationships with district partners, property owners, property managers, tenants, contractors, developers, and public officials to collaborate on district operations.
- Strong business acumen with a broad understanding of fundamental business principles.
- Analytical problem-solving skills with strong attention to detail.
- Ability to drive process improvement.



- Excellent oral and written communication skills.
- Ability to negotiate and execute contracts.
- The confidence to represent Cortex in public forums, including group tours and presentations
- Participate in ongoing Anti-Bias/Anti-Racism Training.
- Proficiency in Microsoft Office (Outlook, Excel).
- A passion for an impactful mission.

**EDUCATION AND REQUIREMENTS:**

- A Bachelor's Degree is preferred.
- A minimum of 5 years relevant experience is required.

**RESUME SUBMISSIONS:**

- Please submit a letter of interest and resume to [resumes@cortexstl.com](mailto:resumes@cortexstl.com)

**EQUAL EMPLOYMENT OPPORTUNITY**

- Cortex provides equal employment opportunities to all employees and applicants without regard to race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex and gender identity or expression), medical condition , genetic information, or sexual orientation in accordance with applicable federal, state and local laws.