



JOB DESCRIPTION

POSITION TITLE:	Director of Operations
REPORTS TO:	President/CEO
SUPERVISES:	Contracted vendors for maintenance and parking, working with each vendor's management to ensure delivery of services and quality performance. Oversees functions of organization's associated committees, and manages the details of special projects as assigned. Provides some oversight and monitoring of office support staff.

POSITION SUMMARY

The Director of Operations is responsible for the development, administration, implementation, and general oversight of management plans for core area programs that enhance the Property-based Business Improvement District (PBID) of Old Pasadena, a 22-block assessment area of downtown Pasadena. These management plans include comprehensive public garage management, maintenance/cleaning programs for public spaces, ambassador/security programs for public spaces, and management of special projects pertaining to the district's physical, functional, and esthetic improvement. Responsibilities include contract administration and oversight, performance tracking, program budget compliance, governmental advocacy, and building superior relationships with various stakeholders including city staff, property owners, business owners, and residents, to make Old Pasadena a cleaner, safer, and friendlier place to live, park, work, shop and do business. This position reports directly to the President/CEO.

This full-time, exempt position requires a Bachelor's Degree and a minimum of four years of related experience. The Old Pasadena Management District is a private, non-profit organization under contract with the City of Pasadena to manage the PBID, which provides maintenance and safety services in the district. The Old Pasadena Management district is also responsible for the management of three public parking garages located in Old Pasadena.

ESSENTIAL TASKS AND RESPONSIBILITIES

- Develop, oversee, and monitor the day-to-day operations and administration of parking garage management, ambassador/security contracts and services, and maintenance contracts and services within the district, including reporting and analyzing data against measurable benchmarks and budgets to ensure compliance with program goals and City contracts.
- Coordinate and track data, and prepare summaries for the Board of Directors, as well as written monthly reports and financial records for maintenance and parking operations of the district.
- Provide leadership support to the President/CEO, including maintaining a working knowledge of key issues, working relationships with the Board and district stakeholders, and a strong knowledge of the organization's mission, resources and systems.
- Provide financial analysis to the President/CEO of budget compliance for all programs under this position. Provide lead support on budget preparation and administration, including development of all templates, financial reports and tracking systems. Oversee and facilitate all billing and reporting responsibilities for the parking garage management oversight.
- Assist with negotiating, planning, and implementing vendor contracts for specific programs and special projects within the district.
- Work in a cooperative and coordinated manner with various City departments and contract personnel on matters dealing with the maintenance, upkeep, and parking operations of the district.
- Facilitate needs and administration of organization's Parking and Streetscapes Committees.
- Work with Committees and President/CEO to develop initiatives, programs, and projects to improve the district on multiple levels.
- Fieldwork responsibilities include owner and tenant relations and problem solving, consistent monitoring the performance of program contractors, and confirming that all standards and contract requirements have been met.
- Assist the President/CEO as needed on governmental advocacy and economic development efforts.
- Serve as point-person for operational aspects of OPMD events.
- Assist and support the OPMD staff in other projects and activities.
- Coordinate with city film permit office to ensure filming requests are reasonable and do not negatively impact the district.

POSITION SPECIFICATIONS

Education: Minimum of a Bachelor's Degree in related field

Experience: Minimum of four years' experience in management and administration, including, but not limited to, contract management, non-profit administration, financial reporting, operations for facilities or properties, or related planning and administration. Proven experience in working with vendors, owners, and clients, and demonstrated

ability to analyze, track and report accurate financial data. Experience in high level customer service and multiple project management is desired.

Knowledge and Skills:

- Ability to work in fast-paced, creative environment, coordinating efforts with multiple interests and agendas.
- Ability to identify problems and find solutions to improve services and programs, while maintaining strong budget and administrative controls.
- Ability to work in a politically sensitive public-private sector environment.
- Ability to communicate effectively with all levels of the organization and city departments.
- Position requires independent and accountable professional with analytical mind and strong people skills.

SALARY AND BENEFITS

Starting salary of \$68,000-\$75,000, commensurate with experience.

Fully-paid medical and dental benefits, company-matched Simple IRA program, accrued vacation plan, accrued sick-time plan, paid holidays, and parking provided.

POSITION ENVIRONMENT

The Old Pasadena Management District is committed to complying with State and Federal laws which include Fair Employment Practice laws, which provide equal opportunity in employment to all persons regardless of race, color, national origin, sex, age, religion, veteran status, or disability.