

Westwood Village Improvement Association

Operations Manager – Position Description

Specific job duties and responsibilities include, but are not limited to, the following:

1. Operations

- Provide daily oversight of WVIA operations and management activities, including: public safety, general maintenance, pressure washing, tree maintenance, tree lighting, landscaping, infrastructure work, social service, and holiday décor.
- Liaison with local law enforcement (LAPD and UCPD)
- Liaison with relevant City departments (LADOT, Public Works, etc)
- Liaison with relevant County departments (Health, Mental Health, etc)
- Provide project management for operations tasks in the district
- Ensure operational tasks continue within budget
- Conduct regular walk-throughs to ensure program compliance
- Manage incoming requests for service, information, and assistance
- Liaison with District stakeholders to ensure quality control
- Offer proactive and creative solutions to District issues

2. Community and Government Relations

- Develop and implement strategies to advance the Westwood Village District
- Liaison with City Council office and various City departments and agencies
- Advocate on behalf of the WVIA with community partners
- Manage and follow through on stakeholder issues
- Attend community meetings as necessary

3. Administration

- Generate a regular report of internal activities
- Write meeting minutes for BID Board and relevant Committee meetings and maintain meeting files
- Assist in organizing all meetings, including Board and Committee meetings, merchant meetings, etc.
- Perform general office tasks including clerical functions, answering the telephone, checking voicemail, and other as-needed administrative tasks

Qualifications: Undergraduate degree and four (4) or more years in a supervisory position preferred. Experience in coordination and oversight of BID/City/Public programs preferred. Proven ability to work with the private and public sectors.

Demonstrated experience in project management, administration and planning. Ability to work, and communicate verbally and in writing, with other managers, staff and representatives of related organizations and agencies in a collaborative manner. Position reports to Executive Director. Benefits, bonus, and 401(k) included.