



## **JOB TITLE: OPERATIONS MANAGER**

### **ABOUT VENICE BEACH BUSINESS IMPROVEMENT DISTRICT (VB BID)**

The nonprofit Venice Beach BID was formed to help keep our exceptionally diverse district cleaner and safer for everyone who lives, works, or visits. Acceptance of differences has always been part of Venice's DNA, and it is built into every aspect of our BID's culture. Our clean and safe teams are trained to deal respectfully with everyone. At any given time, we have several current and/or formerly unhoused Clean Team members working for the VB BID. We hire deliberately, prioritizing local employment.

We strive to be nonpartisan in our advocacy, and focus on positive and actionable changes to improve the safety and cleanliness of our community. We are a small but mighty team committed to making positive impacts.

### **POSITION OVERVIEW**

The Operations Manager is an integral member of a small team and supports the day-to-day management of the district. Every day is different. Duties range from overseeing clean and safe team operations, to crafting communications, to taking the lead on projects with city departments. You work directly with the Executive Director, and have the opportunity to be involved with almost every aspect of the organization. You also work closely with property and business owners, community organizations, staff, contractors, and City of Los Angeles governmental agencies to build continued community support for BID programs.

Through superior written and oral communication skills, you will need to earn the trust and confidence of diverse stakeholders and constituencies, as well as public and private sector organizations. A wizard at organizing and "getting things done," you will be essential in coordinating administrative aspects of the organization. With keen interest in the issues of homelessness, you will have the opportunity to work at the micro level to help create positive impacts in the Venice Beach community. You must be comfortable interacting with all residents, whether unhoused or housed.

This position requires flexibility and willingness to take on the unknown. For the fast learner who loves to problem solve, we offer lots of opportunity to initiate projects, build systems, and create new partnerships. The Venice Beach BID provides a unique and flexible work environment. Up to 30% of your time will be spent out in the district providing quality assurance and building relationships with stakeholders. Work is primarily on-site, however, there is flexibility for limited work-from-home days as needed.

The position will report directly to the Executive Director and indirectly to the organization's Board of Directors.

## **ROLES AND RESPONSIBILITIES**

### District Relations & Stakeholder Services

- Respond to stakeholder and community questions and requests for services.
- Spend time walking in the Venice Beach district (outside up to 30% of the time) to develop in-person relationships with Stakeholders, Businesses and Community Members.
- Establish and maintain effective problem-solving relationships with property owners, City and County reps, LAPD, Rec & Parks, local social service agencies, and small business owners. Set up and hold re-occurring meetings as needed.
- Develop and organize quarterly “issue-focused” community meetings or workshops.
- Attend established weekly meetings with local gov’t partners and report back updates.
- Attend community meetings as a representative of the BID.
- Build and maintain data base of stakeholder contacts (around 400 members).
- Draft quarterly newsletter with program highlights, community resources, and photos.
- Send out critical and important updates to stakeholders via email.
- Update and create new BID resource materials for stakeholders and community.

### Operations & Administration

- Direct management of Dispatch; oversee accuracy issues in daily activity log for reporting.
- Daily oversight and quality control of all services provided by our contractors to the district.
  - Conduct regular meetings with contractor leadership and evaluate team performance.
  - Track Clean and Safe budgets and communicate any issues in spending excess or shortfalls. Review and maintain record of contractor invoices.
  - Give guidance to clean and safe teams on complex district issues and requests that come in through dispatch and on-the-ground staff.
  - Identify, research, and manage maintenance and safety related projects throughout the district.
  - Support management of special Clean/Safe programs such as Engagement Team
  - Collect and input Clean/Safe program data, follow up on any discrepancies, track trends and prepare for reporting in quarterly newsletter
  - Coordinate quarterly team appreciation events.
- Collaborate with City officials, stakeholders, and contractors on district projects that require ongoing management, such as street sign replacement.
- Manage and respond to the organization’s general email account.
- Manage office/facilities issues ranging from utilities to repairs. Identify vendors, obtain and compare quotes, set up or adjust accounts as needed.
  - Review and maintain record of vendor invoices.
  - Execute bi-weekly general supply orders for office and programs.
- Support in a variety of administrative tasks such as the scheduling and preparation of meetings, taking meeting notes, and returning constituent phone calls and emails as delegated by the Executive Director.
  - Produce professional detailed documents for public Board meetings: agendas, meeting minutes, packet materials.
  - Draft Quarterly Reports to be submitted to the City.
  - Research projects as assigned.
  - Special projects as assigned.

## QUALIFICATIONS

- Bachelor's degree preferred. Those with extensive relevant work experience will be considered in lieu of degree completion.
- Minimum of 3 years of relevant work experience.
- Highly professional and customer service focused, with excellent oral and written communication skills.
- Must enjoy relationship building and speaking with internal team members, business owners, community members, and stakeholders.
- Exhibit curiosity and engagement on clean and safe operational issues.
- Exceptional organizational and time management skills to meet self-directed deadlines and project completion.
- Thorough knowledge of Microsoft Office and G-Suite products and the ability to produce professional- quality documents. Must have intermediate to advanced knowledge of Excel.
- Ability to perform quality, efficient research via both the internet and direct outreach to outside experts.
- Ability to commute to Venice Beach every day for work.
- Willing to work some weekends and holidays, especially during the peak season (summer and Spring Break)
- Enjoy working both independently and within a small team.

### Preferred

- Experience with local government (City and/or County of Los Angeles), homelessness, real estate/property management and/or tourist destinations. BID experience is a huge plus.
- Knowledge of the community of Venice and its issues.
- Familiarity with Robert's Rules of Order, the Brown Act and the California Public Records Act.

Working Conditions: Small open office environment connected to service station for Clean and Safe Team crews. Frequent exposure to offsite/outdoor duties.

Starting salary is \$78k depending on experience plus a benefits package including health insurance, holidays, vacation and PTO. This is an exempt position.

To apply please send a copy of your resume and a brief cover letter describing your qualifications for the position to [admin@venicebeachbid.com](mailto:admin@venicebeachbid.com). Selected applicants will be asked to participate in a preliminary 15min interview (via Zoom) and provide a short writing sample. Final candidates will be interviewed by a panel (up to two interviews), one of which must be on site. References will be checked at time of offer.

The position will remain open until filled. We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.