



## **Operations/Quality Control Manager - Hollywood Property Owners Alliance**

### **Background**

The Hollywood Property Owners Alliance (HPOA) is a private, not-for-profit 501(c)(6) organization. HPOA's mission is to enhance the appeal, vitality, and well-being of the Hollywood community from the ground up. To achieve this mission, the HPOA deploys programs, activities, grants and contracts with the aim of promoting community revitalization efforts, quality of life, streetscape improvements, public safety, tourism, economic development and advocacy initiatives intended to benefit the Hollywood community.

HPOA was formed in 1996 and manages the Hollywood Entertainment District (HED), one of the first Business Improvement Districts (BIDs) in the state of California. The District stretches along the world-famous Walk of Fame and spans historic Hollywood Boulevard, from the La Brea Avenue Gateway to the Hollywood 101 Freeway. Many of Hollywood's most famous landmarks are in the HED – the epicenter of the entertainment capital of the world and birthplace of the movie industry.

### **Job Description**

The HPOA Operations/Quality Control Manager is an exempt position which will assist in providing oversight of the Cleaning, Safety and Hospitality Ambassador Program. This Manager will plan, lead, and oversee the Program to ensure that all clean, safe and hospitality issues are addressed fully and in a timely fashion. This is a new position being created at the HPOA to support implementation of the organization's new strategic plan, *Hollywood in Focus*. This Manager will report directly to the Vice President of Urban Place Management and will assist and or take lead with the below tasks.

### **Essential Tasks and Responsibilities**

- Conducts quality control inspections of all on-street services provided by the HPOA / HED, including but not limited to cleaning and maintenance, security services, outreach, hospitality ambassadors, and special program support.
- Helps to oversee contracts for programs such the BID Security Patrol, Cleaning and Maintenance, and ensures optimal vendor performance.
- Assists the Vice President by working directly with BID Security, Hospitality and Clean program managers, supervisors and team leaders to implement priorities, develops assessment and evaluation tools, establishes procedures, and oversees planning and implementation. Ensures meaningful goal setting, reporting, measurable outcomes, accountability and deliverables.

- Participates in vendor bidding & selection processes; negotiates and administers contracts with outside vendors for maximum service and cost effectiveness.
- Oversees development and implementation of data collection and evaluation tools, and performance measurements to ensure effective delivery of services to all constituents.
- Assists the Vice President in convening property managers, public safety stakeholders (i.e. local law enforcement, security providers, emergency preparedness agencies, business owners, etc.) to provide effective communication channels and problem-solving opportunities.
- Assists with building, developing, and managing the Hollywood Security Network contact list and works closely with corresponding stakeholders and partner agencies.
- Works with LAPD to ensure the camera system is functioning and service is uninterrupted.
- Perform such other tasks, activities or functions as may be assigned that support the mission of the HPOA.

## **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

## **Required Skills and Abilities**

- Bachelor's degree is preferred and 3-7 years of experience in security, cleaning or other place management related field
- Highly collaborative team player
- Knowledge of and passion for Hollywood
- Ability to identify and cultivate strategic partnerships
- Creative and growth-minded
- Knowledge and passion for intersection of culture, community and economic development, urban planning
- Excellent interpersonal, written and oral communication skills
- Process-oriented with strong project management and organizational skills
- Knowledge of security and communication technologies
- Ability to understand raw data and put together presentations that will be understood by Stakeholders
- Knowledge of Microsoft Office (Word, Excel, PowerPoint)
- Self-motivated and results-driven
- Ability to supervise and manage contractors

## **Position Environment**

Hollywood is a high energy, culturally diverse area. The Operations/Quality Control Manager will work out of the HPOA administrative office in a fast-paced, deadline-driven environment. The individual will interface with business and property owners, residents, community members, government staff, vendors, and professional service providers. Due to the nature of the position, it is expected that this individual will work 90% out in the field and may be required to work outside the normal 8:30 a.m. - 5:00pm office hours.

HPOA is an equal opportunity employer and is committed to complying with State and Federal laws including 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.

## To Apply

To apply for this position, please send a detailed resume and cover letter that addresses similar experience to [ruben@hollywoodbid.org](mailto:ruben@hollywoodbid.org). Please, no phone calls or walk-ins.

Position open until filled. Compensation dependent upon experience and qualifications, and the salary range is \$55,000 - \$70,000 annually.