



Operations Manager

Job Description

Job Title:	Operations Manager
Reports to:	Vice President of Operations
Location:	Waikiki, Honolulu, HI
Employment Status:	Full-Time
FLSA Status:	Exempt

Summary:

The Waikiki Business Improvement District Association (WBIDA) is a nonprofit corporation dedicated to creating a clean, safe, and vibrant resort destination area reflective of its Hawaiian heritage that is attractive and welcoming to both visitors and residents, and contributes to the economic prosperity of Oahu, and the State of Hawaii. WBIDA operations are funded by assessments on nearly 3,800 commercial property owners in the Waikiki Special District. To learn more about the WBIDA, please visit their website: www.waikikibid.org.

The Operations Manager manages day-to-day operations and services for the Streetscape Maintenance and Hospitality/Safety programs, with particular emphasis on coordinating third-party contracts to ensure a clean, safe, and vibrant resort destination.

Essential Duties and Responsibilities:

- Provide oversight, management, technical, and operational leadership to implement Streetscape Maintenance, Hospitality, Safety, and Public Improvement programs.
- Assist with contract management, performance evaluation, and budget administration.
- Work with contractor(s) to develop training programs for all district personnel.
- Regularly inspect the district to assess conditions; track and coordinate repair requests.
- Develop and maintain electronic databases and perform preliminary analysis of data.
- Prepare charts, graphs, tables, and maps; create regular operations reports; develop an annual work plan.
- Continually review and improve all operational policies and procedures; identify best practices and opportunities to improve operational efficiencies and stakeholder satisfaction.
- Ensure compliance with all governmental regulations (i.e., security license, OSHA, Clean Water Act, etc.).
- Develop and nurture relationships and serve as district service liaison with property owners, businesses, government officials, and other community members.

Supervisor Responsibilities:

No direct supervision of staff is required.

Physical Demands:

While performing the duties of this job, the Operations Manager is frequently required to stand, walk, and sit, and must occasionally lift and/or move up to 50 pounds.

Work Environment:

The Operations Manager will split time between a traditional administrative office setting and field operations, with exposure to the natural environment and varying weather conditions.

Work Hours:

Regular full-time with occasional evenings and weekends. Flexible schedule options are available.

Required Qualifications:

- Three (3) to Five (5) years of experience in operations, project management, custodial, landscape, safety/security, or related industry.
- Experience in procurement and contract oversight.
- Excellent interpersonal, written, and verbal communication skills; ability to communicate effectively to staff, contractors, property owners, business, and the general public.
- Demonstrated proficiency in MS Office, Outlook, and/or databases platforms; ability to identify and assess various technology platforms to support operations.
- Ability to work with a close attention to detail.
- Ability to build positive working relationships both inside and outside of the organization.
- Ability to create, analyze, and manage budgets.
- Demonstrated ability to identify and resolve problems in an effective and timely manner.
- Excellent time management skills.
- Competent in gathering and analyzing information.
- Ability to work independently, both in the office and out in the field, with minimal direct oversight.
- Displays willingness to make independent and sound decisions with the upmost level of integrity and accurate judgement.
- Shows readiness to take the lead on new projects or assignments.

Desired Qualifications:

- Bachelor's degree from a four-year college or university.
- Experience working in a business improvement district, downtown management organization, tourism, or related industry.
- Experience and demonstrated skills in carpentry, custodial and facility maintenance, landscape maintenance, and/or security services.
- Experience and knowledge of relevant government regulations (i.e., security license, OSHA, Clean Water Act, etc.) related to the provision of custodial, landscape, hospitality, and safety/security services.
- Proficiency in ArcGIS or similar software.

Compensation:

Salary is \$60,000 - \$70,000 commensurate with experience and qualifications. Robust benefits package including health insurance, SIMPLE IRA, paid vacation and sick time, and paid parking.

Application Procedures:

Interested candidates should submit a completed application, resume, and cover letter, both in PDF format, to mail@waikikibid.org with the subject line: **Operations Manager Candidate, [YOUR NAME]**. No telephone inquiries please. We will contact candidates we wish to interview. First interviews may be held via video conference platform.

Deadline to apply is **Monday, November 15, 2021, at 5:00 p.m.**

Equal Opportunity Employer:

The WBIDA is an equal opportunity employer. Applicants are considered for positions without discriminating on the basis of race, color, religion, national origin, ancestry, sex (including gender identity or expression), sexual orientation, age, disability, genetic information, marital status, arrest and court record, credit history, reproductive health decision, domestic or sexual violence victim status, veteran/military status, citizenship status, or any other characteristic protected by federal, state, or local law.

Disclaimer:

The above information on this job description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.



Date
Job/Position you are applying for (must be filled in)
Are you able to perform the essential functions of this position with or without reasonable accommodation?

APPLICATION FOR EMPLOYMENT

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GENERAL INFORMATION:

Name	Email Address
Address	Telephone No. (Cell or Residence)
City	State Zip Code

EMPLOYMENT RECORD: STARTING WITH MOST RECENT, list all previous employers. Include self-employment, military service, summer, and part-time jobs. *Please attach additional sheets if necessary, following the same format.*

Name & Address of Current or Former Employer	Dates Employed	Position and Duties	Supervisor's Name and Reason for Leaving
Company Name Phone No. & Street City & State Zip	From Mo./Yr. _____ To Mo./Yr.	Position _____ Duties	Supervisor's Name _____ Reason for Leaving
Company Name Phone No. & Street City & State Zip	From Mo./Yr. _____ To Mo./Yr.	Position _____ Duties	Supervisor's Name _____ Reason for Leaving
Company Name Phone No. & Street City & State Zip	From Mo./Yr. _____ To Mo./Yr.	Position _____ Duties	Supervisor's Name _____ Reason for Leaving
Company Name Phone No. & Street City & State Zip	From Mo./Yr. _____ To Mo./Yr.	Position _____ Duties	Supervisor's Name _____ Reason for Leaving

MISCELLANEOUS:

May we contact your current employer(s)? <input type="checkbox"/> Yes <input type="checkbox"/> No Do you know anyone presently working for our company? _____ If so, who? _____
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REFERENCES: *(Not relatives)*

Name	Occupation
Address	Telephone No.
	Email Address
Name	Occupation
Address	Telephone No.
	Email Address

EDUCATION:

Education	Name of School	Address	No. of Yrs. Attended	Degrees
High School				
College				
Other (graduate school, trade school, etc.)				

NOTE:

It is the policy of the WBIDA to hire only U. S. citizens and aliens who are authorized to work in this country. *(As a condition of employment, you will be required to produce original documents establishing your identity and authorization to work, and to complete the U.S. Immigration and Naturalization Service's Form I-9.)*

ACKNOWLEDGMENT AND CERTIFICATION:

By signing below, I certify that all statements made on this application are true and complete to the best of my knowledge. I understand that my application will not be considered if it is incomplete. Further, I understand that any misrepresentation or omission made herein, when discovered, may subject me to discharge. I authorize the WBIDA to investigate my work history, education, character, reputation, and background as it deems necessary for purposes of considering my application for employment. In exchange for the WBIDA's consideration of my application for employment, I hereby release the WBIDA and all providers of information (including, but not limited to, any of my former employers, educational institutions attended, and personal references) from all liability relating to or arising out of any inquiry by the WBIDA regarding my work history, education, character, reputation, and background.

After an offer of employment is made, but before employment duties begin, applicants may be required to undergo a physical or medical examination (or drug test) at WBIDA expense and by a WBIDA-chosen physician, with the offer of employment conditioned on the result of such examination. Employees, at any time during the course of their employment, may be required to undergo a medical (or drug) examination at WBIDA expense and by a WBIDA-chosen physician. I agree to provide the WBIDA with any authorization or release which may be required for a pre-employment medical examination or drug test.

This application is not a contract of employment and cannot create a contract of employment for any specific period. I understand that if I am employed, my employment is "at will" and can be terminated at any time, either by myself or the WBIDA, with or without cause or reason and with or without notice. Only the President is authorized to modify the WBIDA's at-will employment policy or enter into any agreement contrary to this policy. Any such modification must be in writing and signed by the employee and the President.

This application will only be considered for three months. I understand that if I have not been hired within three months of completing this application, and I still wish to be considered for employment, I must complete another application.

Applicant Signature

Application Date