



Director of Operations

Fashion District BID, Downtown Los Angeles, CA

The purpose of the Operations Director position is to execute and manage public safety and maintenance programs, which enhance the quality of the environment in the LA Fashion District. The Operations Director will work out of the LA Fashion District field office, in a fast-paced, deadline-driven environment. Approximately 60 percent of the position is comprised of inside administrative duties and 40 percent is performed on the streets of the 100-block district. Street work includes owner and tenant relations and problem solving; monitoring and training personnel; directing special initiatives and day and night routine inspections. Administrative work includes 20 percent executive level writing tasks (reports, memos, planning documents, forms, etc.). Management of the Security and Maintenance contracts. Other routine administrative duties include meeting attendance, oversight of facility and equipment maintenance and service delivery inspection and coordination.

The LA Fashion District BID provides services 24 hours a day, seven days a week. The Operations Director and the Operations Coordinator work as a team to ensure maximum coverage of the 24-hour, seven-day-a-week public safety and maintenance programs. Nights, weekends, and some holiday work is required. A high energy level is required to manage the 24-hour BID service programs.

Scope of Work:

- Develop and manage the daily operations and administration of the LA Fashion District Business Improvement District (BID)
- Oversee and manage all aspects of the security services contract and the maintenance services contract, including contract negotiation and management and personnel motivation and management
- Develop, manage, and monitor budgets of approximately 4 million dollars
- Maintain and manage the operations facility (field office), equipment and supplies. Manage all aspects of field office administration and operations
- Inventory and monitor the delivery of all public services and ensure that the district receives exemplary levels of service from contractors. Develop and maintain effective service tracking systems designed to improve efficiency
- Maintain good relationship and communications with LAPD and other emergency services
- Make recommendations related to public service delivery improvements
- Monitor and correct District problems on a 24-hour basis and make recommendations on long-range programmatic solutions
- Identification of City service problems and follow up on service requests.
- Oversee the development and delivery of monthly statistical reports in a timely manner
- Analyze monthly statistical reports and utilize as planning tool in the execution of services
- Maintain documented inventory of equipment and supplies three times a year
- Maintain, manage, and improve the operations facility and parking arrangements

Qualifications:

- BA/BS degree and a minimum of two to five years of relevant professional experience.
- Ideal candidate will have a background/experience in special assessment districts, security, and/or maintenance and/or project management.
- Management/supervisor experience.
- Knowledge of principles and practices of security and/or maintenance are highly desirable.
- Strong customer service and interpersonal communications skills required.
- Computer proficient.
- Driver's License

Salary and Benefits:

- 100% employer-paid individual health coverage, effective first of the month following hire date (includes medical, dental and vision)
- Simple IRA plan with 3% employer-match with immediate full vesting (eligible to enroll in plan after one year of employment)
- Starting two weeks annual vacation - accrual base
- Nine paid holidays per calendar year
- Six paid sick days per calendar year (usable after first 90 days of employment)
- Monthly cell phone allowance (added to payroll as non-taxable fringe benefit)
- Paid Parking

To Apply: Submit resume and cover letter to resume@fashiondistrict.org