



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.

A streak of contrariness, eccentricity and disregard for conventions are also part of Venice's DNA – and our BID offers the same level of respect to people who disagree with us. 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 an impact in our community.

POSITION OVERVIEW

The Operations Manager, as an integral member of a small team, will support the day-to-day management of the district. Working directly with the Executive Director, you will have the opportunity to be involved with almost every aspect of the organization. You will be working closely with property owners, business owners, community organizations, staff, contractors, and City of Los Angeles governmental agencies to build continued community support for BID programs. Every day will be different, and duties will range from overseeing clean and safe team operations, to crafting communications, to taking lead on projects with city departments. Armed with superior written and oral communication skills, you will be instrumental in winning the trust and confidence of diverse stakeholders and constituencies, as well as public and private sector organizations. A wizard in organizing and "getting things done," you will be essential in coordinating administrative aspects of the organization. With keen interest in the issue of homelessness, you will have the opportunity to work at the micro level of making impact in the Venice Beach community. You are comfortable with interacting with all residents including those who are unhoused as well as housed. This position requires flexibility and willingness to take on the unknown. For the fast learner who loves to problem solve, this position offers lots of opportunity to initiate projects, build systems, and create new partnerships. The Venice Beach BID provides a unique and flexible work environment. At least 25% 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 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 25% of the time) to establish relationships with Stakeholders, Businesses and Community Members.
- Establish and maintain effective working relationships with property owners, city officials, LAPD, Rec & Parks, local social service agencies, and small business owners.
- Collaborate with staff, contractors, and Board of Directors as needed to solve multifaceted community issues with excellent problem-solving skills.
- Provide guidance to clean and safe teams on more complex district issues and requests that come in through dispatch and on the ground staff.
- Attend community meetings as a representative of the BID.
- Develop and coordinate the communication of the BID's value to property owners; oversee data collection and reporting in quarterly newsletter.
- Create and implement initiatives to enhance public perception of the Venice Beach BID.

Operations & Administration

- Provide daily oversight and ensure quality control of the services provided by our contractors to the district (this position requires that you are out in the field 25% of the time).
- Identify, research, and manage key maintenance and/or safety related projects throughout the district.
- Collaborate with City officials, stakeholders, and contractors on district projects that require ongoing management, such as street sign replacement.
- Manage facilities issues ranging from utilities to repairs. Identify vendors, obtain and compare quotes, set up or adjust accounts as needed. Research products and competitively-priced sources for those products.
- Produce high quality materials including documents for public Board meetings, draft reports, agendas, letters, memos, etc.
- Manage and respond to the organization's general email account.
- Maintain record of and review of invoices.
- Coordinate quarterly team appreciation events.
- 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.
- 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 oral and written communication skills.
- Exceptional organizational and time management skills to meet self-directed deadlines and project completion.
- Thorough knowledge of Microsoft Office 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 \$70k 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. 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. However, interviews will begin after June 24th and will prioritize applications received before that date.

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.