



# DOWNTOWN LONG BEACH ALLIANCE

## JOB DESCRIPTION

<b>POSITION TITLE:</b>	OPERATIONS MANAGER
<b>DIRECT REPORT:</b>	COO
<b>REPORTS TO:</b>	PRESIDENT AND CEO
<b>CLASSIFICATION:</b>	EXEMPT UNDER THE FAIR LABOR STANDARDS ACT

## POSITION SUMMARY

The Operations Director / Manager position focuses on the 70-square block assessment area of Downtown known as the Property Based Improvement District (PBID) overseeing activities associated with cleaning, maintenance and enhancement of the public space in coordination with property owners, merchants, restaurateurs, and various City of Long Beach department officials. Duties include the management of third-party contract services delivered by Clean and Safe personnel.

## ESSENTIAL TASKS AND RESPONSIBILITIES:

- Oversees all phases of vendor contracts for Clean and Safe programs within the PBID.
- Ensures the proper safety, maintenance, repair, quality of life, and enhancement in and of the public space of the PBID.
- Develops and ensures compliance of the day-to-day operations and schedules with the Clean and Safe contract.
- Maintains a balanced budget for PBID and third-party contracts for services.
- Work with COO to build upon third-party contracted for services by creating cost proposal, sourcing, and managing vendors to provide services to entities outside of the district.
- Provides support and guidance to DLBA's Public Safety Committee made up of stakeholders in Downtown.
- Cultivate relationships with city department and other downtown organizations to advocate and deploy resources where needed.
- Maintains project management resources (Asana, Salesforce,) in a manner that keeps DLBA leadership and staff informed and updated on relevant Operations activities and partnerships.
- Analyzes data and prepares written reports on matters pertaining to Operations functions in the PBID.
- Oversees program tracking and evaluation, develops department policy and procedure manuals (SOPs) to achieve maximum program potential while ensuring safety and consistency in the delivery of services by contracted Clean and Safe staff and contracts for service.
- Along with DLBA's Homeless Outreach personnel, fosters and maintains partnerships between DLBA and agencies addressing quality of life issues in Downtown Long Beach.

- Works in concert with the contracted Clean and Safe Team Program Manager and their leadership team in establishing and monitoring goals for the program.
- Ensures accurate and up-to-date content (Space Enhancement, Clean, Safe, Quality of Life) on all DLBA digital, collateral and marketing materials.
- Coordinates Clean and Safe staffing support for all special events, one-time services and activities organized by the DLBA as needed.
- Supports the DLBA management team and staff in other projects and activities as needed to fulfill the mission of the organization.

## **EDUCATION AND EXPERIENCE QUALIFICATIONS AND SKILLS**

### **Education:**

- Bachelor's degree or equivalent combination of relevant education and experience required.
- Must maintain a valid driver's license, acceptable driving record, and carry state required auto insurance.
- Bilingual or multilingual a plus.

### **Experience:**

- 3-5 years of experience in private sector property management, hospitality, or non-profit or government public works outdoor and Maintenance, Repair and Operations (MRO) functions.
- Knowledge of basic non-technical vehicle maintenance (gas and diesel) functions such as street cleaning, refuse collection, graffiti removal, sweeping, equipment, streetscape and tree trimming, etc.
- Strong understanding of contract and budget management principles.
- Basic knowledge and understanding of Business Improvement Districts, Special Assessment Districts or Urban Place Management is a plus

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Language Ability:**

This position requires interfacing with all members of the public including elected officials, business and property owners, residents, community members, government staff, vendors, and professional service providers. Ability to read and understanding written sentences and paragraphs in work related documents. Capability to communicate effectively in writing as appropriate for the needs of the audience. Use effective communication skills to present information accurately and clearly in one-on-one and small group situations with colleagues, outside vendors, students, parents, community members of the organization.

### **Math Ability:**

Capability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

**Reasoning Ability:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.

**Computer Skills and Office Equipment:**

To perform this job successfully, an individual should have the basic computer literacy. Experience with general office equipment and software such as Microsoft Windows, Word,

Windows operating systems, including Microsoft Office: Word, Excel, PowerPoint, and Outlook. Operates standard office equipment: ability to send out mail (by postage, shipping services, etc.), calculator, print, copy and scan documents. Familiar with CRM database systems, is a plus.

**Work/Position Environment:**

The Operations Manager will work office in a fast-paced, deadline-driven environment. This individual may be required to work outside the 8:30 a.m. - 5:30 p.m. workday to staff events and offsite meetings throughout the year. These off-hour occasions are typically planned and known in advance.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The individual must have sufficient physical strength, mobility, and stamina to lift and/or move, and equipment up to 50 pounds on a regular basis. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and ability to adjust focus. While performing the duties of this job, the employee is regularly required to stand; use hands and talk or hear. The employee is frequently required to walk; reach with hands and arms and stoop, kneel, crouch, or crawl. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Other:**

Downtown Long Beach is a culturally diverse environment. The DLBA 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.

This position is mostly indoors. Work scheduled varies, must be able to work a flexible schedule such as early mornings, evenings, and weekends. Maintain emotional control under stress. Ability to handle emergency situations using good judgment. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Salary Range: \$80,000 - \$90,000 annually**

Interested candidates should apply through Indeed by clicking [here](#).