



## **Vice President of Operations**

The Hollywood Partnership (HP) is a private, not-for-profit 501(c)(6) organization. The HP's mission is to enhance the appeal, vitality, and well-being of the Hollywood community from the ground up. To do so, The HP and its affiliate Hollywood Partnership Community Trust manage projects, programs, grants and contracts with the aim of promoting community revitalization efforts, quality of life, streetscape improvements, public safety, tourism, economic development and business interests for the benefit of stakeholders in Hollywood.

The HP was formed in 1996 as 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 most of historic Hollywood and Sunset Boulevards, from the La Brea Avenue Gateway to the Hollywood 101 Freeway. Many of Hollywood's most famous landmarks are located in the district – the epicenter of the entertainment capital of the world and birthplace of the movie industry.

In order to achieve the aggressive goals of the board and leadership team, the organization is seeking a proven, collaborative, growth-oriented leader to serve as the Vice President of Operations. Candidates for this senior position will ideally bring a deep knowledge and successful track record in place management. He/she/they will have a proactive, solution-oriented approach and an inclusive, collaborative leadership style. The VP of Operations will ensure more effective, better coordinated service delivery and will deepen relationships with local community members, business leaders, policymakers and elected officials, law enforcement, nonprofit organizations and other BIDs, bringing diverse audiences and voices together around a unified vision for a cleaner, safer, and more beautiful Hollywood, California.

In short, this is a world-class opportunity for a rising star in the place management industry.

### **Job Description:**

The VP of Operations ensures the delivery of high-quality, data-driven services through the development and implementation of efficient operational systems, quality assurance mechanisms, and through effective leadership in program and resource management related to beautification, maintenance, litter abatement, and ambassador services in Hollywood, CA. The position supervises the investment of nearly \$6M resources in the facilitation of public space maintenance services, security, ambassadorial, and outreach programs as well as

supporting the execution of special projects related to placemaking. The position will also implement outside contracts and grants related to workforce development and public realm enhancements that support the shared strategic plan of The Hollywood Partnership and Hollywood Partnership Community Trust. The VP of Operations reports directly to the President & CEO and will manage The HP's largest portfolio of program investments.

**Key Responsibilities:**

- At the direction of the President & CEO, manages implementation of organizational strategic priorities
- Manages all on-street services provided by the HP, including but not limited to maintenance, beautification, security services, outreach, hospitality ambassadors, and special program support
- Supports implementation of projects and programs funded by Hollywood Partnership Community Trust via contributions, grants, contracts for service and enterprise programs
- Oversees contracts for programs and ensures optimal vendor performance
- Works directly with vendor's program managers, supervisors, and team leaders to set meaningful goals, determine priorities, identify and assign project teams, develop assessment and evaluation tools, establish procedures, and oversee planning and implementation
- Manages vendor bidding & selection processes; negotiates and administers contracts with outside vendors for maximum service and cost effectiveness
- Oversees implementation and on-going operation of Hollywood Partnership Community Dispatch Center
- Oversees development and implementation of data collection and evaluation tools, and performance measurements to ensure effective delivery of services to all constituents
- Assists 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
- Serves as staff liaison to assigned committees of The HP Board of Directors, facilitating monthly meetings, supporting committee chairs, and representing a variety of key stakeholders
- Builds, develops, and manages a Hollywood Security Network contact list and works closely with corresponding stakeholders and partner agencies
- Creates and enhances partnerships as liaison with City of Los Angeles senior level staff to ensure maximum attention to maintenance within the district
- Oversees implementation and on-going operation of security camera network
- Supervises the Manager of Operation & Quality Control

- Performs other duties as assigned

## **Required Skills and Competencies**

- Excellent written and verbal communications skills, including demonstrated ability to articulate the organization's philosophy and position to a wide range of audiences
- Demonstrated ability to work with and foster partnerships in both the public and private sectors
- Demonstrated fiscal and business management skills to develop, manage and track budgets and contracts, handle multiple priorities and execute projects for timely completion
- Demonstrated ability to manage and motivate employees; excellent judgment, and problem-solving ability required. Hands-on leadership and proactive approach are essential
- Experienced and knowledgeable in data collection, analysis, and presenting statistical information in clear, effective mediums including but not limited to charts, graphs, and infographics
- Must be able to interact with all levels of staff, Board members, business and community leaders, and stakeholders
- Thorough and excellent attention to detail
- Works well under pressure
- Ability to work early morning, evening and/or weekend hours as needed
- Ability to lift heavy objects
- Able to work outdoors in a variety of weather conditions and walk long distances
- Exceptional work ethic

## **Preferred Skills and Experience**

- Experience, aptitude, and excellence in best practice operations of Business Improvement Districts and the place management industry
- Familiarity and connections to current industry trends related to clean and safe programming

## Required Education and Experience

- Minimum of five years management experience in municipal government, place management, or convention and hospitality services; preferably in a business improvement district, urban partnership or closely-related organization
- Bachelor's degree from accredited college or university in Business Administration, Construction Administration, Public Administration, Planning or related discipline
- At least three years' experience managing programs and working with local government, other key organizations, and members of the community
- Contract management experience
- Proficient in Microsoft Suite, Google Workspace, Salesforce

## Compensation

The VP of Operations is an exempt employee. The anticipated salary range is \$150K-\$165K and the position will qualify for a generous benefits package to include health, vision, dental, mobile phone, parking, retirement contributions and paid time off.

## Position Environment

The VP of Operations will work out of the The HP 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 may be required to work outside the normal 9:00 a.m. - 5:00 p.m. office hours in order to observe the full array of neighborhood conditions and service delivery.

The HP 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, gender, sexual orientation, age, religion, veteran status, or disability.

## To Apply:

Please email resume, cover letter, and a list of 5 references to:  
[Lorin@HollywoodPartnership.com](mailto:Lorin@HollywoodPartnership.com) Position will remain open until filled.

\*Please, no phone calls or walk-ins.