



Operations Supervisor

Gateway Los Angeles Business Improvement District

Salary Range: \$50,000 – \$60,000/year + potential for performance bonus + health, dental, vision, life

Non-exempt full-time position w/some weekend and holiday work

Job Description:

The purpose of the Operations Supervisor position is to manage business operations in program services which include public safety and maintenance programs, which enhance the quality of the environment in the Gateway Los Angeles Business Improvement District. Job duties consist of creating, and monitoring shift schedules, responding to emergency/non-emergency situations, maintaining incident recording (reports), and maintaining vendor relations. The Operations Supervisor will work out of the Gateway Los Angeles office. Approximately 80 percent of the position is comprised of inside administrative duties and 20 percent is performed on the streets of the district. Street work includes tenant relations, and monitoring personnel. Administrative work includes writing tasks (reports, memos, BOLO "Be On Look Out", forms, etc.), and oversight of the security and maintenance contracts. Other routine administrative duties include conducting security meetings, board meeting attendance, oversight of facility and equipment maintenance, supply ordering and service delivery inspection and coordination.

Scope of Work in Coordination with the Executive Director:

- Manage the daily operations and administration of the BID
- Monitor and manage budgets of program services
- Maintain 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 relationships and communications with protective agencies
- Monitor and correct District problems
- Make recommendations on programmatic solutions for job effectiveness
- Identify municipal service problems and follow up on service requests
- Oversee the development and delivery of monthly reports
- Maintain monthly statistics in the district (trash, graffiti, call log) and utilize as planning tool in the execution of services
- Manage shredding and e-waste round-up events
- Oversee management of ambassador team
- Acting liaison for the Security Directors meeting
- Oversee \$500,000 program services budget

Qualifications:

- BA/BS degree preferred or a minimum of three to five years of relevant professional experience
- Background/experience in security, maintenance, management and/or operations

- Knowledge of principles and practices of security and/or maintenance are highly desirable
- Strong customer service and interpersonal communications skills required
- Demonstrated analytical and problem-solving skills
- Must be flexible and possess the ability to function in stressful situations
- Excellent time-management
- Strong communication, writing, meeting facilitation, and organizational skills required
- Must possess the ability to effectively communicate with all levels of management
- A dependable team player with business maturity, enthusiasm, and a positive attitude
- Must be able to lift at least 50 lbs.
- Current CA driver's license with two years driving experience with 1 or less points violations

Position Environment:

Gateway Los Angeles Property-based Business Improvement District includes more than 45 properties adjacent to LAX where property owners' tax themselves to make their community cleaner, safer and more vibrant. Founded on the principles of creating a better environment for visitors, employees and businesses, Gateway LA takes seriously its role in making a difference in the community. Today, Gateway is leading the way in beautification efforts, green initiatives and promoting the area as a world-class destination for businesses, employees and the 84.9 million visitors to Los Angeles from across the country and around the world. Gateway LA established in 1998, features more than 12 million square feet of hotel, office, parking, retail, and restaurant space, including the largest concentration of hotel rooms in the City of LA. The stakeholders in the Gateway LA business district are major job-creators and tax revenue generators for Los Angeles. The Operations Supervisor will interface with business and property owners, community members, government staff, vendors, and professional service providers. Due to the nature of the position, it is expected that this individual will work 20% out in the field and will likely be required to work during normal office hours, possibly weekends, and some holidays.

Salary and Benefits:

\$50,000 to \$60,000 annually

99% employer-paid individual health coverage, effective first of the month following hire date (includes medical, dental, life and vision)

Starting two (2) weeks annual vacation – accrual base

Eight (8) paid holidays per calendar year six (6) paid sick days per calendar year (after first 90 days)

Cell phone allowance

Paid Parking

Pending - Simple IRA plan with 3% employer-match with immediate full vesting

How to apply:

Send resume to cdavis@gatewayla.org

Christina Davis, Executive Director

Gateway to L.A., 5901 W. Century Blvd., Ste. 100, Los Angeles, CA 90045

Resumes must be submitted by no later than 12pm PST on November 1, 2022