



## Operations Manager

### About the West Village Business Improvement District

The West Village Business Improvement District (BID) is a not-for-profit organization of property owners, businesses, residents, and institutions created in 2022 to improve the West Village's quality of life and promote its economic and cultural vitality. The BID works to ensure a vibrant and welcoming community by providing supplemental sanitation, public safety, beautification, economic development and community events. The BID advocates for continued enhancements to the streetscape and invests in the maintenance and activation of the public realm. The District encompasses the core of the West Village, containing over 30 city blocks, 450 properties, and 300 businesses.

Additional details on the West Village BID can be found at [www.westvillagebid.org](http://www.westvillagebid.org).

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### About the Position

The West Village BID is seeking an **Operations Manager** to guide the BID's daily street operations, manage field-based subcontractors, implement a proactive hospitality strategy, and contribute to the overall vitality of the public realm.

Reporting to the Executive Director, the Operations Manager will also assist with managing BID programs and initiatives, planning, marketing and communications, programming, sponsorships, and other special projects as assigned.

### Daily Operations + Maintenance

- Assist with management of BID's public improvement program, BID capital projects and other efforts to enhance the public realm, including public art and placemaking programs.
- Conduct a daily canvas of the district to ensure all supplemental services are being provided consistent with expectations and contractual obligations.
- Act in a general oversight capacity and direct the day-to-day operations of sanitation, maintenance, and horticulture team members. Conduct inspections, monitor operations, and address unanticipated daily needs. Serve as an active and visible presence in the neighborhood.
- Manage the ongoing maintenance and repair of public assets, including vandalism, illegal dumping, and other adverse conditions. Interface with city officials and/or arrange external contractors to resolve the deficiency.
- Oversee the implementation of a robust series of public community-based programs, events, and other activities hosted by the BID.
- Track business conditions, economic data and other information on commercial, retail, and residential markets for the purposes of publishing reports and data to highlight the district and specific trends.
- Create district maps, reports and presentations to communicate daily work effort and strategic goals;

### Stakeholder and Vendor Management

- Oversee field-based staff that perform a wide variety of tasks throughout the neighborhood.



- Manage relationships with an array of third-party contractors, suppliers, and vendors. Oversee and hire interns and other part-time staff or BID consultants.
- Establish priorities and ensure clarity in vendor performance requirements, work expectations, and standards of quality.
- Engage in regular community outreach to inform projects and programming.
- Attend community board meetings, and other community meetings as needed; to better understand local concerns and get to know stakeholders.
- Act as a “concierge” for storefront businesses, helping them navigate government, troubleshooting any issues that arise, and/or facilitating connections between district businesses and resources.
- Support the Executive Director with the implementation and management of marketing initiatives including the BID website, monthly electronic newsletter, and social media.
- Create and maintain records of all merchants and property owners district-wide, managing relationships and internally tracking service delivery requests.

#### **Administration**

- Monitor staff attendance, approve timesheets, handle a range of reporting needs.
- Create a comprehensive ongoing staff training program with a focus on quality, customer service and attention to detail.
- Prepare Requests for Proposals and other procurement processes, including reviewing responses and managing vetting and selection process.
- Assist with the planning and preparation of Board of Directors and committee meetings.
- Help maintain filing systems and BID database, prepare documents and meeting minutes, schedule meetings, preparation of agendas and meeting materials, etc.

#### **Qualifications**

- Undergraduate degree required.
- Preference for supervising and training experience (intern or volunteer level is acceptable)
- Enthusiasm and interest in economic development and/or public space management
- A diverse skill set is paramount. Experience/background in one or more of the following areas required: community development, urban planning, project management, event management, field operations and/or marketing.
- Direct knowledge of the diverse work of BIDs preferred.
- Must possess an entrepreneurial spirit and the ability to work in a dynamic, fast-paced, start-up environment.
- Must have the utmost appreciation of and ability to handle a myriad of tasks, large and small, as required by staff members of a small organization.
- Knowledge of City government and/or not-for-profit management is preferred.
- Basic design skills and creative direction a plus.
- Must be comfortable collaborating as a productive and thoughtful member of a team, while also being able to work independently.

**Work Location + Hours**

- This position is an in-person role, reporting to West Village BID's office located in the District.
- Working outdoors and moderate physical activity may be required.
- Based on demand, special events, and other needs, the position will require work at varied (but pre-scheduled) hours/days, including occasional evenings, weekends, and holidays.
- Ongoing consideration will be given to ensure positive work experience, including opportunity for "comp" days, paid time off, and occasional work from home days.

**Salary + Benefits**

The Operations Manager position has a salary range of \$65 - \$73k commensurate with applicable skills and demonstrated experience. The West Village BID offers competitive benefits, including healthcare, dental, and vision and retirement benefits.

**To Apply**

Interested candidates should send a cover letter and resume, as one PDF attachment, to the attention of Zach Owens, Executive Director at [info\[at\]westvillagebid.org](mailto:info[at]westvillagebid.org) with "Operations Manager – First, Last Name" in the subject line.

Applicants are encouraged to submit early for consideration.