

**Los Angeles Mission, Inc.**  
**Job Description**

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| <b>Job Title:</b>     | <b>VP of Operations and Economic Development</b> |
| <b>Department:</b>    | <b>Operations and Facilities</b>                 |
| <b>Reports To:</b>    | <b>President/CEO</b>                             |
| <b>FLSA Status:</b>   | <b>Regular, Full-Time, Exempt</b>                |
| <b>Grade Level</b>    | <b>16</b>  |
| <b>Prepared By:</b>   | <b>Human Resources Department</b>                |
| <b>Approved By:</b>   | <b>Troy Vaughn</b>                               |
| <b>Approved Date:</b> | <b>March 9, 2021</b>                             |

**SUMMARY:**

Demonstrate Christ-like behavior and attitude in all job duties and responsibilities. The Vice President of Operations and Economic Development (VPOED) will serve on the Los Angeles Mission's leadership team and report directly to the President and CEO. The VPOED will work closely and cooperatively with other members of the Executive Leadership Team (ELT). The VPOED will provide leadership and manage the Director of Operations, Manager of Facilities an Economic Development Manager and Project Coordinator who will assist in the execution of the LAM operation and economic development activities.

As a key member of the ELT the VPOED is responsible for implementing and leading the overall strategy designed to accomplish the organization's mission of creating and executing economic programs that drive business launch, growth and expansion, employment retention and attraction, and capital investment in the Mission.

**Responsibilities include: Plans:**

- Oversees the updates to the LAM's strategic plan for the operations division.
- Oversee the development of an economic development strategic plan for the LAM including the development of RFIs, RFPs and RFQs for contractors and management of consultants. This will be handled in collaboration with all members of the Executive Leadership Team.
- Oversees the development of the annual capital improvement plan for the LAM.

**Operations:**

- Oversee the day-to-day operation of the LAM's Operations including:
  - Managing staff, developing, in collaboration with the CFO, an annual budget for the division including annual capital improvement goals.

- Plan and oversee Special Event Logistics and coordinates with VP of Marketing and Media Relations and VP of Donor Relations and Fund Development for Volunteer utilization: including but limited to:

- AU Holiday Events, Annual Gala, Special Events, Job Fairs, etc.

### **Meetings:**

- Convene quarterly the operations meeting to update the team members, government officials and non-profits regarding projects and goals of the LAM and solicit feedback and support for economic development initiatives.

### **Relationships: County and municipal level:**

- Communicate regularly with County officials and staff
  - develop relationship with administrative staff responsible for key departments including administration, planning, engineering, transportation.
- Attend County and City meetings and subcommittee meetings, as requested. Maintain relationship with Workforce Development Board
- Oversee outreach to municipalities including: The "Listening to Business Initiative" that consists of surveying employers.
- Preparing municipal marketing profiles. Presenting at municipal EDD meetings. Presenting at municipal governing board meetings, as requested.

### **State level:**

Develop and maintain relationships with the Economic Development Department, the LA Chamber of Commerce, and other government partners to connect the business community of Los Angeles County with resources available at the state level as appropriate.

### **Industry and non-profit partners:**

Establish relationships with development and commercial real estate firms, banks and lending institutions, utilities, and relocation consultants.

- Identify, develop and maintain relationships with other strategic partners such as the REDF (formerly Roberts Enterprise Development Fund) through which collaborative efforts would further the mission of the LAM.

### **Place-based marketing and promotion of the LAM: Oversee marketing of the LAM's Economic Development Activities including:**

Attend trade shows and conventions to promote the LAM and oversee the digital marketing promotion campaign.

- Engage in business attraction activities including outreach to domestic and international companies and site selectors.
- Coordinate and host prospect tours. Oversee property site acquisitions.
- Oversee purchase and maintenance of demographic and industry data.
- Create and maintain market profiles

Respond to prospect inquiries and prepare responses to RFIs and RFPs, as appropriate.

### **Workforce & Talent Development:**

Participate in collaborative workforce development initiatives including quarterly meetings with employers, universities and other social enterprise ventures Oversee creation and maintenance of online database featuring job opportunities of local employers

### **Additional duties as assigned by the President and CEO:**

- Identify funding sources for grants to help fund initiatives and, as funding is available, oversee a municipal grant program to encourage economic development initiatives at the local level.
- Oversee the Economic Start-up initiative to create a more robust entrepreneurial and small business ecosystem in the LAM including: workshops and related programming, peer-to-peer support roundtables, develop and maintain collaborative relationships with partners including institutions of higher education
- Maintain knowledge of state incentive programs
- Maintain knowledge of local real estate market.
- Serve on boards as representative of the LAM, as approved by the President and CEO, and participate in community events to promote the organization or business community or community at- large.
- Serve as direct supervisor to Director of Operations, Director of Economic Development, and Facilities Manager.
- Participate in interviewing, hiring, training, and mentoring the operations management team
- Act as Project Manager on all organization's facility construction and or renovation projects.
- Promote a culture of high performance and continuous improvement that values learning, efficiency, effectiveness, and commitment to quality.

- Evaluates current systems and procedures for operations management addressing deficiencies when necessary and implementing new procedures where needed.
- Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, conduct annual performance appraisals, and motivate staff.
- Ensure that staff members receive timely and appropriate training and development. Mentor and develop staff using a supportive and collaborative approach.
- Oversee the provision of timely, efficient, and sufficient facilities, property, custodial, and operations management services.
- Evaluate the results of facilities, custodial, operations, and security services regularly and systematically and report these results to the President/CEO.
- Ensure that all related organization activities, operations, and policies are carried out in compliance with local, state, and federal regulations and laws governing business operations.
- Work with local community groups, nonprofits, city government, corporations, and churches to raise awareness about the organization and people experiencing homelessness, in addition to soliciting GIK donations and volunteer opportunities.
- Looks for methods to improve quality, efficiency, and productivity, reduce costs, and improve control measures.
- Partners in the purchasing of equipment, furniture, and maintenance supplies for all Mission departments. Ensure that the Facilities Department collaborates with various departments regarding their furniture and equipment needs, preferences, and budgetary requirements
- Manage and provide detailed reports to the CEO on capital development and project funding from grantors, donors, and government funding agencies.
- Monitor the maintenance of property and vehicle insurance and verify that all drivers are correctly licensed, and vehicles insured and in compliance with the Department of Motor Vehicles regulations.
- Act as Safety Officer for the Los Angeles Mission. Ensure that all work processes and activities are OSHA compliant,
- Create and manage Injury and Illness Prevention Program along with all safety policies and procedures.
- Prepare and manage annual Facilities, Custodial, Operations, Food Services, budgets throughout the fiscal year.
- Negotiate and manage service, maintenance, property, and general contracts.
- Provide logistical and technical support for special event functions.
- Assist as needed in the formulation and implementation of the 'Mission's strategic plan. Regularly report progress in achieving the 'plan's goals and objectives in areas-assigned.
- Work with film locations firm to secure and manage location film rentals at Mission buildings.
- Other duties assigned by the President/CEO.

## **SUPERVISORY RESPONSIBILITIES:**

Supervise the Facilities Manager, Director of Economic Development, and Operations Director. Carry out supervisory responsibilities per the organization's policies and applicable laws. Responsibilities include, interviewing, request for hiring, and on-going training of employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## **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.

- Energetic, flexible, collaborative, and proactive. Team leader who can positively and productively impact both strategic and tactical operational and facilities initiatives.
- Strategic planning and vision
- Budget development
- An entrepreneurial spirit
- Proven success in managing budgets and fiscal resources of \$4M or greater.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community. Record of accomplishment of building authentic, constructive relationships with others.
- Proven track record of success in improving operational performance.
- Excellent judgment and creative problem-solving skills including negotiation and conflict resolution skills. Ability to influence and engage direct and indirect reports and peers.
- Experience leading, developing, and growing a team with diverse skill and education levels.
- Ability to remain calm and focused in stressful situations
- Excellent problem-solving and critical-thinking skills
- Passion for the Mission of Los Angeles Mission to provide hope, help, and opportunity to men, women, and children in need.

## **EDUCATION and/or EXPERIENCE:**

Ten or more years of nonprofit management experience required. Bachelor's degree from four-year college or university in business, or related field preferred; or equivalent combination of education and experience.

## **LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

### **MATHEMATICAL SKILLS:**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Working knowledge of business math and budgeting.

### **COMPUTER SKILLS:**

Working knowledge of Microsoft Office applications, security camera system software, card reader software, Facility maintenance systems, payroll system, Basic knowledge of IT infrastructure. Working knowledge of inventory control system.

### **REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of Instructions furnished in written, oral, diagram, or schedule form. Exemplary leadership skills are required, as is the ability to delegate effectively.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

Current Class C driver's license and personal automobile insurance.

### **LOS ANGELES MISSION EVENTS:**

All Mission employees are required to work the four (4) yearly Mission street events: Good Friday, Summer Block Party, Thanksgiving and Christmas, if/as scheduled. Exceptions must be approved by a member of the ELT and LAMF ED.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand; use hands to finger, handle, or feel; reach with hands and arms; climb or balance stoop, kneel, crouch, or crawl; and smell. The employee must occasionally lift and move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Much of the work will be performed in a comfortable office environment, however, while performing the essential functions of the job, the employee may occasionally be exposed to a disagreeable element such as noise, heat, dust, or cold. Because this organization is a Gospel Rescue Mission serving a diverse population on skid row, the employee is regularly exposed to some danger of injury or abuse from angry, intoxicated, or mentally ill guests who may be prone to violence, The employee is regularly exposed to some risk of communicable disease from guests of the facility, including exposure to TB and other respiratory diseases.

**LOS ANGELES MISSION IS AN EQUAL OPPORTUNITY EMPLOYER:** and values diversity. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status, except as allowed by federal statute under Title VII of the Federal Civil Rights Act.

**I understand the above job description and agree to comply with and be subject to, its conditions. I understand that the company reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the Company policies contained in the employee handbook. I acknowledge that I can fulfill the above Duties with or without reasonable accommodation.**

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Employee Signature

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Date

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Employee Name (please print)

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Date

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Approval

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Date