

**Waikiki Business Improvement District Association (WBIDA)  
Job Advertisement for WBIDA Deputy Director**

The Waikiki Business Improvement District Association (WBIDA) is seeking a highly collaborative individual as a Deputy Director of the organization. This position reports to the President and Executive Director, and has one direct report, the Operations Manager.

The WBIDA is a non-profit 501(c)3, dedicated to enhancing the quality of life in Waikiki, by providing businesses, visitors, employees and residents of Waikiki with a safe, clean and enjoyable environment in which to live, work and play. The WBIDA works in partnership with government to develop and implement programs that promote the overall vitality of Waikiki, by strengthening its role as a world-class resort destination. It was the first Business Improvement District established in the State of Hawaii in 2000, and is comprised of assessed property owners and tenants. All commercial, nonresidential properties in Waikiki are assessed, with rates varying according to location and dependent on property value. The WBIDA governance is through a 25-member Board of Directors, representing private business owners, operators, tenants, and City & County of Honolulu ex-officio members. More information on the WBIDA can be found at [www.waikikibid.org](http://www.waikikibid.org).

**Job Responsibilities:**

The Deputy Director's role and responsibilities will be divided into four main categories.

1. **Operations**

- a. **Contractors:** Supervising program services contracts and implementation. Ensure cohesiveness among Contractors engaged by WBIDA to provide custodial, pressure washing, landscaping, irrigation, asset maintenance, security, safety, outreach and hospitality services. Develop ongoing training programs and appreciation programs to maintain high quality service levels and employee retention. Oversee electronic databases of district conditions, service statistics, and benchmarking programs. Lead procurement documents and process for each contract period.
- b. **City and County of Honolulu:** Monitor delivery levels of City services and related City department agencies. Maintain file of Base Line Services Reports from City agencies. Regularly inspect district locations and coordinate appropriate City remedies.

2. **Research, Planning and Policy Development:** Undertake studies related to urban planning and design, public improvements, and visitor services for Waikiki. Maintain a benchmarking program that relates the organization's overall goals to its program services. Analyze benchmarking indicators to assess achievement of goals. Conduct and compile field and electronic annual survey to gauge public satisfaction with program services.

3. **Finance and Administration:** Assist in accounting and fiscal controls for the organization, including annual third-party audit. Advise on insurance coverage and employee benefits for the organization. Secondary lead with meetings of the Executive Committee and Board of Directors, or other Committees as necessary, and the Annual Membership meeting. Supervise the Operations Manager and Contractors engaged to assist in carrying out the goals and objectives of the organization. Lead coordinator for office services and tenant-related items, such as air conditioning maintenance, information technology, telephone and internet services, cleaning, and maintenance.
4. **Member Relations/Community Outreach:** Respond to comments, complaints and service requests from members/general public. Meet with managers of street-level businesses on a periodic basis to advise them of upcoming activities and obtain feedback regarding the services provided by WBIDA and City agencies. Represent the organization as a positive service in the community, and serve as the secondary media contact for the organization. Represent the organization in various external organizations, boards, committees, and membership.

**Compensation:**

Salary range is \$100,000-\$115,000, depending on quality of candidate and will be commensurate with experience. This is a full-time exempt position, with a benefit package that includes medical, dental, optometry coverage, SIMPLE IRA, vacation accrual, personal day off, sick leave, mileage and professional development reimbursement, flexible hours and partial remote working options.

**Minimum Requirements:**

Candidates are sought that have completed a four-year university-level degree, and a minimum of eight (8) years of professional experience in the areas of operations, research, planning, policy, and/or administration. An advanced degree can supplement for two (2) years of professional experience.

Experience in the tourism and hospitality industry, collaborative partnerships alongside City, County, and State governments, and non-profits or association management is strongly preferred.

**To Apply:**

If interested in this position, send the following to [mail@waikikibid.org](mailto:mail@waikikibid.org) by June 30, 2022:

- Resume
- Cover letter, serving as a representative writing sample
- Candidate statement, including start date availability and salary objective

No phone call inquiries please.