Explore An Exciting Opportunity At

Laguna Woods Village®

We are now accepting
applications for the role of

OPERATIONS DIRECTOR

Village Management Services, Inc.

BH
Bob Hall & Associates

THE COMMUNITY

Laguna Woods Village first opened its gates in an unincorporated area of Orange County on September 10, 1964. Within six months, nearly 900 families had moved into what was soon to become the largest gated, age restricted community in the country. Today, more than 18,600 people reside in the Village. The City of Laguna Woods was incorporated on March 24, 1999, and 90% of its population is comprised of Laguna Woods Village residents.

Laguna Woods Village is an age-restricted community as defined under California Civil Code 51.3. At least one occupant must be 55 years of age or older, and all other persons who reside in the community must be at least 45 years of age, unless the other occupant is a spouse, a registered domestic partner or a primary provider of physical health care. Retirement is not a requisite for residency, as many residents continue to maintain active careers. Any person wishing to reside in the community must obtain prior approval from the board of directors.

GOVERNANCE

Community governance is organized under California non-profit mutual benefit corporation law. There are four corporations, three of which are mutual housing corporations; the fourth is the Golden Rain Foundation of Laguna Woods (GRF). The mutuals are responsible for services directly related to housing and common areas; GRF is responsible for all shared community amenities, including the bus system, security, clubhouses, performing arts center, swimming pools, golf courses, equestrian center and other recreational facilities.

The Operations Director is employed by Village Management Services Inc. (VMS), a California nonprofit mutual benefit corporation and the managing agent for Laguna Woods Village. VMS, in cooperation with the boards of directors of the community's housing mutuals and GRF, employs more than 700 full-time and part-time personnel to provide necessary services. Ownership rights include a voting membership to the mutual and a nonvoting membership to GRF. Each mutual corporation has its own set of governing documents and a board of directors elected by its members. Board representatives are members of the community and serve on a volunteer basis. The GRF board of directors is comprised of members of each of the three housing mutual corporations. Corporate members elect the GRF board, which consists of members of each of the three mutual boards of directors.

THE POSITION

Under the general direction of the CEO, the Operations Director oversees and enhances the performance of field department operations, including General Services, Landscaping Services, Maintenance and Construction, and Security Services. The position is responsible for cross-functional execution, organizational coordination and accountability; may act on behalf of the CEO when delegated; and ensures that assigned departments apply industry best practices, deliver exemplary customer service and operate efficiently, effectively and cost consciously.

IDEAL CANDIDATE

The ideal Operations Director for Laguna Woods Village will be a strategic, highly visible and operationally disciplined leader who excels at translating organizational priorities into exceptional day-to-day service delivery. This individual will have a proven ability to lead complex, multifunctional operations and drive accountability across areas such as facilities, maintenance and construction, landscaping, security, fleet and environmental services. The candidate will bring strong business and financial acumen, with the ability to manage resources thoughtfully, improve processes, identify efficiencies, control costs, establish meaningful performance measures and implement industry best practices. A hands-on and engaged leader, they will be comfortable moving between strategic planning and field operations, understanding issues firsthand, identifying risks and ensuring that departments consistently deliver safe, efficient, responsive and customer-focused services.

The successful candidate will also be a trusted executive partner to the CEO and a credible representative of Laguna Woods Village with residents, employees, governing boards, committees and external stakeholders. They will lead with integrity, sound judgment, emotional intelligence and a collaborative spirit, while having the confidence to make difficult decisions, address sensitive issues and hold leaders accountable for results. The ideal leader will be an exceptional communicator and relationship builder who can navigate competing interests, facilitate cross-functional problem solving, lead organizational change and build consensus without losing focus on organizational priorities. Above all, Laguna Woods Village seeks a calm, inclusive, solutions-oriented executive who combines strategic perspective with operational rigor, fiscal responsibility, safety leadership and a genuine commitment to an outstanding resident experience—and who can confidently step in as a trusted extension of the CEO when called upon.

BENEFITS

Salary Range: $170,000–$230,000 annually. Appointment within the range will be based on the selected candidate's qualifications and experience.

Workweek: Resident services are provided Monday through Friday, 8 a.m. to 5 p.m. Mindful of maintaining an organizational culture that values work/life balance, VMS provides flexibility in the work schedule and remote working opportunities.

Leave: 10 observed paid holidays (80 hours) plus vacation leave accrued based on length of service. Sick leave begins to accrue upon employment.

Insurance: VMS provides medical, dental and vision insurance premiums.

Life Insurance/AD&D: VMS provides life and AD&D insurance premiums with supplemental life insurance available.

Long-Term Disability: VMS provides long-term disability premiums.

401(k) Plan: VMS matches biweekly contribution into a 401(k) deferred compensation account up to 5%.

Voluntary Benefits: Voluntary benefits include Aflac, pet, identity theft and legal services insurance.

Tuition reimbursement is available.

ESSENTIAL FUNCTIONS

• Oversee and enhance field operations and customer service in the General Services, Landscaping Services, Maintenance and Construction, and Security Services departments in collaboration with department directors. Design, implement and monitor programs, including management and oversight of best management practices, environmental stewardship, operating budgets, performance measures, personnel, equipment and maintenance. Recommend and initiate process improvements, cost-saving measures, efficiencies and other program changes necessary to enhance operations and meet program goals and objectives.

• Provide leadership for special projects or issues that are complex and/or sensitive and that require coordination among multiple departments or with outside agencies; serve as a facilitator to identify, address and resolve issues and to develop and implement strategic plans and policy.

• Review monthly customer service ratings with department directors and implement adjustments to improve scores.

• Respond to and resolve difficult and sensitive resident inquiries and complaints; interpret and explain governing documents, policies and procedures. Facilitate community-wide problem-solving through an interdepartmental and/or inclusionary community stakeholder model.

• Represent CEO's Office and provide administrative support to various boards, committees and other groups. Prepare and deliver reports to boards, committees and other groups.

• Respond to emergencies. Coordinate field operations and staff in the Emergency Operations Center and/or in the field during emergencies.

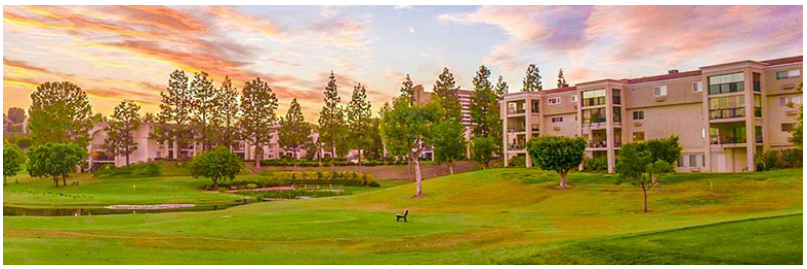
• Ensure the uniform application and enforcement of established safety regulations. Identify safety training needs. Provide staff training to ensure compliance with safety regulations. Ensure departments are responsive to addressing identified safety needs and maintain necessary records and reports. Make regular field checks of crews in operation. Conduct periodic inspections of Village buildings, facilities and related fixtures and equipment to identify maintenance needs

QUALIFICATIONS

Experience: Ten years of progressively responsible experience leading complex, multifunctional operations; working with executive leadership and governing boards; leading organizational change and cross-functional initiatives; developing and holding senior leaders accountable; conducting strategic planning and financial analysis; and communicating effectively with diverse internal and external stakeholders.

Experience in the maintenance and repair of buildings, facilities, fleet and equipment; parks, natural and open space, and forestry operations; solid waste management; street sweeping; engineering; construction; and/or security services is highly desired. Familiarity with modern energy and water conservation principles, methods, and technologies is highly desired, as is experience in a union environment.

Education: Graduation from an accredited four-year college or university with major course work in public or business administration, industrial or civil engineering, forestry, arboriculture, horticulture, landscape architecture, urban planning or a closely related field; master's degree preferred.



APPLICATION PROCESS

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CLOSING DATE | October 16, 2026

To apply for this exciting career opportunity, please email a compelling cover letter and your detailed resume to **apply@bobhallandassociates.com.**

Please contact **Kristine Ridge at 714-493-8506** should you have any questions regarding this position or the recruitment process.

Application materials will be screened in relation to the criteria described in this brochure. Candidates deemed to be the most highly qualified will be invited to participate in the selection process. The selection process will include phone interviews with the most qualified candidates, panel interviews and final interviews with the CEO/General Manager. Appointment is subject to completion of thorough background and reference checks, and a pre-employment medical exam.