ALLIANCE
RESOURCE CONSULTING LLC

Neighborhood & Business Safety Manager (Code Enforcement)

City of West Hollywood, CA

The City

Nestled in the heart of Los Angeles County, West Hollywood—commonly known as WeHo—is a dynamic and walkable city of just under 2 square miles, incorporated in 1984 under a Council–Manager form of government. According to the 2020 U.S. Census, its population stood at 35,757.

WeHo is characterized by its compact urban design and vibrant mix of shops, galleries, restaurants, and cultural landmarks. With a population density of approximately 18,900 residents per square mile, it remains one of Southern California's most walkable cities.

The City of West Hollywood is notably diverse and inclusive, with over 40% of residents identifying as lesbian, gay, bisexual, or transgender, and approximately 11% of residents tracing origins to regions of the former Soviet Union—one of the highest concentrations in the United States.

Known as "The Creative City," West Hollywood has long been a hub for arts, design, and entertainment. Its neighborhoods feature a distinctive blend of historic architecture, contemporary development, and vibrant streetscapes that draw visitors from around the globe. The City actively supports public art, cultural programming, and creative businesses, fostering an atmosphere where innovation and expression thrive alongside community engagement.

Economically, WeHo stands out with strong income levels: the median household income is $94,844, and the per capita income is $88,026. The community is highly educated—nearly 63% hold a bachelor's degree or higher, significantly above regional averages.

City Organization

The City of West Hollywood operates under a Council–Manager form of government, combining elected leadership with professional administration. A five-member, at-large City Council governs the City, with members serving staggered four-year terms and one selected by peers to serve as Mayor each year. The Council sets policy and appoints a City Manager, who acts as the City's chief executive, overseeing daily operations and ensuring effective implementation of Council directives. Commissions and advisory boards, such as the Business License Commission and Public Safety Commission, guide various policy areas.

With approximately 274 full-time equivalent staff, the City of West Hollywood operates its services through a compact yet agile organizational structure. For FY 2025-26, the City's operating budget is $202 million, with $12.4 million allocated for capital improvements—highlighting a balanced approach to ongoing services and strategic investments.

This governance and administrative framework enables West Hollywood to be both responsive and forward-thinking—well-positioned to support its vibrant, creative, and growing community.

The Department & Division

The **Community Safety Department** is dedicated to enhancing the quality of life for residents, businesses, and visitors through effective public safety programs, emergency preparedness, and neighborhood livability initiatives. The department works closely with the Los Angeles County Sheriff's Department, the Los Angeles County Fire Department, the City's contracted Security Ambassadors, and other community safety partners to ensure responsive, high-quality service delivery.

Within the department, the **Neighborhood and Business Safety (Code Enforcement) Division** plays a central role in maintaining West Hollywood's vibrant and livable environment. The division encompasses **Code Enforcement, Business Licensing & Permits, and Animal Care & Control** (via contract with Los Angeles County) and provides direct oversight of programs that ensure compliance with municipal codes, protect public health and safety, and support the success of local businesses. The Division's FY 2025-26 budget is $3.8 million.

The Neighborhood and Business Safety (Code Enforcement) Division staffs and facilitates the City's Business License Commission. This position will also serve as the City's primary liaison for cannabis business operations and compliance, and will play a key role in managing regulatory issues tied to West Hollywood's vibrant nightlife and entertainment venues.

The City's Code Enforcement function is a seven-day-a-week operation that provides service to the West Hollywood community from 7:00 a.m. to 4:00 a.m. on certain days. Staff schedules include nights, weekends, holidays, and work during major events such as WeHo Pride or Halloween.

The division's work includes:

- Overseeing **code enforcement operations** addressing zoning, noise, signage, short-term rentals, vacant properties, public right-of-way use, and other municipal code matters.
- Administering the City's regulatory **business license program and permits, including extended hours construction permits, valet encroachment permits, and special event permits**, from small community gatherings to large-scale events that draw national attention.
- Managing **community safety contract services**, including animal care and control and multi-family housing inspections.

Through proactive outreach, collaborative problem-solving, and a balanced approach to regulation, the Neighborhood and Business Safety (Code Enforcement) Division helps preserve West Hollywood's unique character while fostering a safe, welcoming, and economically vibrant community.

The Opportunity

The City of West Hollywood is seeking an experienced and collaborative leader to serve as its next Neighborhood and Business Safety (Code Enforcement) Manager—a pivotal position guiding one of the City's most visible and impactful public service divisions.

This role offers the opportunity to oversee programs that directly shape neighborhood livability, safeguard community well-being, and support the success of local businesses. Reporting to the Director of Community Safety, the Manager leads a talented team responsible for code enforcement, business licensing, special event permitting, and animal care and control oversight.

The new Manager will play a central role in:

- Ensuring consistent, high-quality enforcement of municipal codes and regulations.
- Supporting the safe and efficient hosting of the City's hallmark events, which attract residents, visitors, and global attention.
- Building strong partnerships with residents, businesses, neighborhood groups, and other stakeholders to address concerns and maintain West Hollywood's distinctive urban character.

The City is looking for a forward-thinking professional who thrives in a fast-paced environment, values proactive community engagement, and can balance regulatory responsibility with customer service excellence. For the right candidate, this is an opportunity to influence public safety strategy, lead high-performing teams, and leave a lasting impact on one of California's most vibrant and creative communities.

The Ideal Candidate

The ideal Neighborhood & Business Safety (Code Enforcement) Manager is an innovative, strategic, and solutions-oriented leader with extensive knowledge of regulatory law, municipal code enforcement, and collaborative problem-solving. They bring strong emotional intelligence, flexibility, and excellent communication skills—able to listen effectively, show empathy, and build trust while holding staff accountable.

The successful candidate will be a hands-on Division Manager—someone who can perform analytical tasks, prepare and present staff reports, and actively participate in fast-paced operational needs. The ideal candidate will have at least five years of managerial experience in a municipal code enforcement setting, with a proven ability to lead. This experience should include mentoring and coaching staff, and providing clear direction in a 24/7 operational environment.

Key leadership qualities and expectations include:

- **Ethics & Responsiveness:** Demonstrates openness, honesty, and timely follow-through with all stakeholders.
- **Time Commitment:** Willing to put in the hours required to resolve issues and complete projects, including evenings/ weekends as needed.
- **People Leadership:** Motivates and mentors long-tenured and new team members; experienced with employee relations and performance improvement plans; comfortable leading a division-scale team.
- **Relationship Builder:** Thrives in a collaborative, team-oriented environment and engages constructively with residents and the business community, advisory boards and commissions, and is supportive and adaptive to change.
- **Subject-Matter Expert:** Serves as the SME across Division programs and projects, balancing the needs of residents and businesses while ensuring Municipal Code compliance.
- **Technical Expertise:** Strong background in municipal code enforcement – noise ordinances, zoning, property maintenance, business compliance, short-term rentals, vacant properties, unpermitted construction, receivership and nuisance abatement actions, and cannabis regulation. Serves as the City's point person for cannabis-related issues under a unique local ordinance.
- **Organized & Deadline-driven:** Mission-focused, maintains schedules, and delivers projects on time; comfortable leading public presentations to residents, commissions, and community groups and representing the City in meetings.
- **Board/Commission Liaison:** Experience working directly with City boards/commissions (e.g., Business License Commission) and serving as a liaison to these bodies, and presenting to them.
- **Legal Coordination:** Works effectively with the City Attorney and City Prosecutor on code enforcement matters, including penalties, public nuisance abatements, receiverships, and civil/criminal proceedings.
- **Contract & Vendor Oversight:** Skilled at overseeing consultant and contractor agreements tied to animal care and control and other community safety services.
- **Adaptability:** Able to work with a high-volume, 7-day-a-week, nearly 24-hour operation, ensuring seamless coordination across overlapping shifts.
- **Professional Growth:** Maintains required certifications and is willing to obtain additional training and desirable certifications aligned with the role's scope.
- **Cultural Fit:** Aligns with the City's progressive, creative, and transparent organizational culture, which supports innovative thinking, inclusivity, and proactive community engagement.

Experience, Education and Certifications

Experience

- A minimum of **five to seven years of progressively responsible experience** in municipal code enforcement, business licensing, public safety program administration, or related fields in communities with vibrant nightlife and entertainment venues.
- At least **five years of management experience**, overseeing professional and technical staff in a municipal or comparable setting (desirable).
- Demonstrated success managing public safety contracts and implementing community safety programs.

Education

- A **bachelor's degree** from an accredited college or university in public administration, criminal justice, emergency management, planning, or a closely related field is required.
- A master's degree is desirable.

Certifications

- Valid California Driver's License.
- Ability to obtain the following within one year of hire (with City-paid training):
  - California POST Penal Code 832 Certification
  - California Association of Code Enforcement Officers Certification
  - International Code Council (ICC) Property Maintenance and Housing Inspector Certification
  - ICC Zoning Inspector Certification
- ICC Residential Building, Plumbing, Mechanical, and Electrical Inspector Certifications (desirable).
- Active participation in relevant professional associations such as the California Association of Code Enforcement Officers, American Association of Code Enforcement Officers, or International Code Council is desirable.

Compensation

The annual salary range for the **Neighborhood and Business Safety (Code Enforcement) Manager** is **$183,669 to $241,733**, with placement within the range dependent on the qualifications and experience of the selected candidate.

The City of West Hollywood offers a comprehensive and competitive benefits package designed to support the well-being and professional growth of its employees, which include:

- **City-paid health, dental, and vision insurance** for employees and eligible dependents.
- **CalPERS retirement** participation, with 2.7% at 55 (single highest year) for classic members (employee pays pre-tax contribution of 8%) or 2% at 62 (average of three highest years) for new members (6.75% employee contribution).
- **Generous paid leave** including vacation (116 hours first year of service; 156 hours years 2-5; 176 hours years 6-9; 196 hours after 10 years of service), administrative leave (12 hours per month), personal leave (36 hours per year), sick leave (8 hours per month), and paid holidays annually.
- **Retirement savings plans** with enrollment and City contribution of $150 per month in 401(a) Defined Contribution Plan and available 457(b) Deferred Contribution Plan for voluntary contributions.
- **Retirement Health Savings** contribution of $100 per month.
- **9/80 work schedule available** with alternating Fridays out of the office.
- **Tuition reimbursement** for professional development (up to $14,934 FY25-26).
- **Technology Stipend** of $75.00 and City-provided laptop.
- **City-paid life and disability insurance** coverage.
- **Optional benefits** and employee assistance services.

How to Apply

Please apply **on-line** by **September 27, 2025** at www.allianceRC.com. Submissions will be screened according to the qualifications outlined above. The most qualified candidates will be invited to participate in the interview and selection process. First round of interviews with the City are anticipated in **late October** and second round of interviews to follow **shortly thereafter**.

For questions, inquiries or candidate recommendations, please contact:

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