



Director of Operations & Engagement Job Description

Mission:

The Warehouse Community Arts Center serves as Eagle River's artistic hub, providing quality education, programming, and events that explore all aspects of creativity for all ages. We believe that access to the arts improves the quality of life of each individual who lives and plays here while also helping contribute to the economic vitality of our community.

Job Purpose

The Director of Operations & Engagement is responsible for successful leadership and management surrounding day-to-day operations and community engagement at the Warehouse Community Arts Center. This includes ensuring that all activities/operations adhere to legal guidelines and internal policies (in cooperation with the Director of Programming and Promotion), overseeing the maintenance, repair, and overall wellbeing of the facility and grounds, ensuring safety and cleanliness, as well as researching and implementing unearned income strategies to keep the center on sound financial footing.

Primary duties and Responsibilities

The Director of Operations & Engagement is responsible for the following:

Leadership

- Participate with the Board in the implantation of the vision and strategic plan to guide The Warehouse Community Arts Center
- Act as a professional advisor to the Board on all unearned income (fundraising) activities
- Foster effective teamwork among the Board, the Director of Programming and Promotion, staff, and volunteers
- Act as a primary spokesperson for the Warehouse Community Arts Center
- Conduct official correspondence on behalf of the Board as appropriate and jointly with the Board when appropriate

Operational planning and management

- Develop an operational plan to implement the Board's vision and strategic plan
- Oversee the efficient and effective day-to-day operation of The Warehouse Community Arts Center
- Draft policies for the approval of the Board and prepare procedures to implement organizational policies; review existing policies on an annual basis and recommend changes to the Board as appropriate
- Ensure personnel, financial, client, donor and volunteer files are securely stored and privacy/confidentiality is maintained, as appropriate.
- Provide support to the Board by developing meeting agenda and supporting materials

Program planning and management

- Monitor the day-to-day delivery of the programs and services of The Warehouse Community Arts Center to maintain or improve quality

Human resources planning and management

- Determine staffing requirements for organizational management
- Maintain and review human resources policies, procedures and practices including the development of job description for all staff
- Oversee the implementation of the human resources policies, procedures, and practices
- Establish a positive, healthy, and safe work environment in accordance with all appropriate legislation and regulations
- Recruit, interview and select staff that have the technical and personal abilities to help further The Warehouse Community Arts Center's mission
- Ensure that all staff receives an orientation to The Warehouse Community Arts Center and that appropriate training is provided
- Supervise staff using a performance management process which includes monitoring performance on an on-going basis and conduction an annual performance review
- Make promotion, reassignment and/or release recommendations to the Executive Committee.

Financial planning and management

- Collaborate with co-director, the Executive Committee, and the Board to prepare an annual comprehensive budget
- Work with the Board to secure adequate funding for the operation of The Warehouse Community Arts Center
- Research funding sources, oversee the development of fundraising plans and write funding proposals to increase the funds of The Warehouse Community Arts Center
- Participate in fundraising activities as appropriate
- Approve expenditures within the authority delegated by the Board
- Ensure that sound book-keeping and accounting procedures are followed
- Administer the funds of The Warehouse Community Arts Center according to the approved budget and monitor the monthly cash flow of The Warehouse Community Arts Center
- Provide the Board with comprehensive, regular reports on the revenues and expenditure of The Warehouse Community Arts Center
- Ensure that The Warehouse Community Arts Center complies with all mandated state and federal reports and filings

Communications

- Communicate with stakeholders to keep them informed of the work of The Warehouse Community Arts Center
- Establish good working relationships and collaborative arrangements with community groups, the media, funders, and other agencies
- Work with the Board, staff, volunteers, and auxiliary groups to develop and expand The Warehouse Community Arts Center's visibility and brand recognition through public and media relations, print and web-based programs and other marketing activities
- Collaborate with co-director relating to publicity for the programs and activities of The Warehouse Community Arts Center
- Serve as a primary spokesperson for The Warehouse Community Arts Center

Risk management

- Identify and evaluate the risks to The Warehouse Community Arts Center's members, staff and general public; to its property, finances, goodwill and image, and implement appropriate measures to control risks.

- Ensure that the Board of Directors and The Warehouse Community Arts Center carries appropriate and adequate insurance coverage
- Ensure that the Board and staff understand the terms, conditions, and limitations of the insurance coverage

Qualifications

Education

- ☐ Bachelor's degree preferred

Experience

- Any combination of training, experience and education which provides required knowledge, skills and ability to perform the duties of the position
- Previous experience with non-profit organizations is preferred
- A background or interest in the visual arts is preferred but not required

Proficiency in the use of computers

- Excellent computer, web, and software skills on PC platforms

Personal characteristics

- ☐ Should possess the personal characteristics generally recognized as essential for public employees, including integrity, initiative, emotional maturity, dependability, courtesy, good judgment, and the ability to work cooperatively with others

Working Conditions

- ☐ The Director of Operations and Engagement usually works in an office environment, but the mission of The Warehouse Community Arts Center may sometimes take the director to nonstandard workplaces.

Hours/Salary

- The Director of Operations and Engagement is a non-exempt employee with a semi-flexible 30-hour work week and will sometimes be required to work evening and/or weekend hours to accommodate activities such as Board meetings, classes and representing The Warehouse Community Arts Center at public events.
- The hourly rate is \$18-\$20/hour depending on experience.