

CROSTOWN ARTS

Crosstown Arts is hiring a *Director of Operations*. The ideal candidate for this position will be highly motivated by the challenge of applying conventional business and financial strategies of management to a multi-disciplinary contemporary arts organization in an atypical setting.

SUMMARY

The *Director of Operations* is responsible for managing the non-programming functions at Crosstown Arts including: finance, human resources, facilities and real estate, business functions and technology. This position provides a key leadership role by working closely with the *Managing Director* and *Assistant Director* to oversee the business-side of the organization's work.

The *Director of Operations* is directly supported by a staff of *Controller, HR Manager, Facilities Tech, IT Tech* and *Office Clerk*. The Operations Department manages the internal systems and processes that support the successful implementation of a wide range of art/music-related programming.

The *Director of Operations'* ability to firmly design, implement and manage efficient systems of workflow in the non-conventional business environment of a non-profit contemporary arts center is critical to the success of this position.

DUTIES AND RESPONSIBILITIES

Finance

- Creates and oversees the organization's budget consistent with the *Managing Director's* vision, with annual board submission, audit completion and tax filing.
- Manages all treasury and banking functions with daily oversight of distribution of funds in restricted/non-restricted bank accounts.
- Provides accurate and timely reporting of financial data (ie: department P&Ls, revenue streams, budget variances, cash position) with the *Controller's* support to the *Managing Director* and all programming departments on a regular basis.
- Ensures successful daily operation of all transaction systems (ie: POS systems, online ticket sales, merchant accounts, interdepartmental chargebacks on a variety of software platforms, etc).
- Proactively works to manage expenses and expand efficiency of revenue sources while also working with the *Development Director* to integrate all fundraising information, goals and results into the bookkeeping and CRM system.
- Manages purchasing/tracking of all capital assets.

Staff and Human Resources

- Ensure all employees receive pay and benefits on a timely basis and in accordance with federal and state requirements; assist HR Manager to review payroll, benefits, time and attendance.
- Manage relationship with health insurance provider to deliver quality employee coverage and benefits at competitive costs.
- Update personnel policies and ensure employee compliance consistent with *Managing Director's* vision through a well-organized and comprehensive employee handbook.
- Ensure quality hiring practices for the organization, assisting *HR Manager* and department managers with hiring processes.

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Facilities and Real Estate

- Responsible for the successful operation and high-level maintenance of all Crosstown Arts' spaces and equipment both inside Crosstown Concourse (coordinating with the building's management company) as well as Crosstown Arts' buildings and properties located off-site; includes supervision of security, safety, access control systems. Availability to respond to operational emergencies is required.
- Maintain relationships with landlords, property management companies and tenants while managing all tenant leases (ie: rent payments and escalations, certificates of insurance, etc.).
- Develop and maintain relationships with contractors and subcontractors for construction, maintenance and repair projects in a variety of settings including: residential, office and public spaces, exhibition and music performance spaces, fabrication studios and kitchens, bar and dining areas.
- Supervise Facilities Technician and additional labor staff with ongoing task/projects through a work order system that supports all programming.

Business

- Develop, implement and track detailed financial/operational goals for full-scale bar and restaurant service, as well as all programming departments; includes strategies for unique policies and procedures, tools and accountability particular to each department.
- Oversee risk management for all liability and other insurance policies required to be current and in force, managing claims and adjusting coverage as the organization evolves; includes legal-related work, contracts, etc.
- Ensure compliance and timely filing of all annual Reports, government reports, licenses and taxes.

Technology

- Ensure uninterrupted functioning of hardware and networks including phone system, servers and portable devices while supervising IT Technician to provide daily maintenance of these systems.
- Maintain and track all software subscriptions and contracts; includes implementing strategies to support all programming departments' use of a wide range of software applications.

Leadership and Management

- Assist management team and Board of Directors in high-level decision making that integrates a successfully run Operations Department with long-term sustainability of the organization.
- Thoroughly and determinedly problem solve to protect the leadership team's time by finding innovative solutions to unique challenges.
- Manage all Operations Department staff as well as relationships with external vendors consistent with the established values and mission of the organization.

REPORTING

This position supervises the Operations Department staff and reports directly to the *Managing Director*. Though the individual programming departments (ie: Exhibitions, Music, Residency, etc.) do not report to the *Director of Operations*, the successful collaboration between this position and all other departments is integral. The *Director of Operations'* role is essentially to provide a strong infrastructure of financial, business and procedural support to enable the programming departments to excel.

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TRANSITION OF RESPONSIBILITIES

This position will begin as the *Assistant Director of Operations* for a period of 6-12 months to work alongside the current *Director of Operations* whose institutional knowledge of the organization is invaluable. During this on-the-job training, the *Assistant Director of Operations* will be tasked with absorbing the complex and nuanced internal workings of the organization to ensure a successful transition of responsibilities for such a complex and critical role.

QUALIFICATIONS

- Bachelor's degree or higher in Business Administration or related field
- Experience managing a complex enterprise's business, finances and/or operations with proven ability to manage complex budgets
- Proficient knowledge of accounting procedures and practices with 1-3 years of experience in an accounting position
- Experience coordinating multiple projects and meeting deadlines while supervising multiple staff members

REQUIRED SKILLS

- Knowledge of Generally Accepted Accounting Principles and control procedures
- Ability to evaluate financial data for planning and operational decision-making
- Intermediate to advanced skills using Microsoft Excel/Word, and comfortable with a variety of software such as Google Enterprise, Mac OS and industry-specific applications including QuickBooks (QuickBooks online preferred)
- Ability to interact with various levels of staff and management while demonstrating a high level of flexibility, initiative and self-reliance
- Discretion in handling sensitive and confidential information
- Strong verbal/written communication skills and ability to proactively problem solve

THIS POSITION REQUIRES AN ONGOING COMMITMENT TO THE FOLLOWING CHARACTERISTICS

- Even-tempered disposition. Ability to work under pressure in a composed, focused, affable and courteous manner, with the clear understanding that unprofessional, unkind or unfriendly interactions with the public or other staff members are not acceptable under any circumstances.
- Adaptable and flexible. Ability and willingness to accommodate ongoing modification to all tasks and projects, including regular interruptions to workflow and changing of plans.
- Prompt and timely communicator. Ability to manage a demanding level of correspondence in all forms of communication. Especially important are excellent written and verbal communication skills.
- Collaborative. Eagerness to work collaboratively with Crosstown Arts' staff across all departments.
- Organized. Ability to manage a high volume of information and tasks for multiple projects simultaneously, at varying levels of completion.
- Accommodating. Ability to seek out supportive solutions to accommodate guests in all Crosstown Arts' spaces, including the general public as well as artists, musicians or event organizers; realize the full potential of their creative vision, whenever possible.

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- Gracious with people. Ability to work well with the public - often idiosyncratic and distinctive personalities during sensitive situations - with a composed and supportive attitude, and to exhibit good-natured, positive, gracious and cheerful demeanor towards others at all times.
- Enthusiastic, energetic and positive. Ability to sustain an ongoing spirit of positivity in high-pressure and demanding situations. Great level of passion and enthusiasm surrounding delegated projects, programs and promotional campaigns.
- Receptive. Ability to accept and execute a wide range of tasks necessary to complete projects, including simple/basic tasks as well as highly detailed directives, regardless of scale.
- Attentive to details. Ability to sustain close attention to an ongoing set of constantly emerging details unique to each situation, ranging from visual/space needs to interpersonal requests from other staff and event participants.
- Assertive, determined, and focused. Ability to stay on task, working under pressure within given deadlines, to problem-solve, and to proactively find solutions to obstacles in resourceful ways, seeing all projects through to completion.

BENEFITS AND COMPENSATION

This is a salaried, full-time position eligible for all Crosstown Arts' benefits. Salary commensurate with experience and skill level.

TO APPLY

Please send a cover letter, resume and three references to jobs@crosstownarts.org.

OVERVIEW OF CROSSTOWN ARTS

Crosstown Arts is a contemporary arts center with multiple music venues, performance and exhibition spaces, art-making facilities and a multidisciplinary artist residency program offering a diverse range of programming, all with immediate access to healthcare, wellness and childcare resources.

Crosstown Arts is the creative centerpiece within Crosstown Concourse, a one million-square-foot adaptive reuse of the historic Sears building, constructed in 1927 and once a major distribution center and retail store for Sears, Roebuck & Co. in Memphis, Tennessee. The larger Crosstown Concourse complex is a vertical urban village grounded in arts, education and healthcare, including a charter high school for arts and sciences, graduate program in education, health and wellness institutions, grocery and marketplace, commercial/office and a diverse range of residential living spaces.

The mission of Crosstown Arts is to further cultivate the creative community in Memphis by providing resources and opportunities to inspire and support a wide range of audiences. Crosstown Arts manages a variety of spaces and programs that integrate exhibition, performance, production, retail and education. This collective vision of collaboration and sharing of resources to benefit the neighboring community and the city at large is the unifying quality that connects all the programming, spaces, tenants and services of Crosstown Arts and Crosstown Concourse.

Crosstown Arts is committed to a policy of nondiscrimination and equal opportunity for all persons regardless of race, sex, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, gender identity, gender expression and disability.