CROSSTOWN 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 non-profit, multi-disciplinary contemporary arts organization in a unique 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 successfully design, implement, and manage efficient systems of workflow in Crosstown Arts’ non-conventional business environment 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**

- **Ensures** that all employees receive pay and benefits on a timely basis and in accordance with federal and state requirements; assists HR Manager in reviewing payroll, benefits, and attendance
- **Manages** relationship with health insurance provider to deliver quality employee coverage and benefits at competitive costs
- **Updates** personnel policies and ensure employee compliance consistent with Managing Director’s vision
- **Maintains** a well-organized and comprehensive employee handbook
- **Ensures** quality hiring practices for the organization, assisting HR Manager and department managers with hiring processes

**Facilities and Real Estate**

- **Responsible** for high-level maintenance and successful operation of all Crosstown Arts’ spaces and equipment. This includes both spaces inside Crosstown Concourse (coordinating with the building’s management company) and spaces off-site.
- **Supervises** security, safety, and access control systems. Availability to respond to operational emergencies is required.
- **Maintains** relationships with landlords, property management companies, and tenants
  - Manages all tenant leases (i.e.: rent payments and escalations, certificates of insurance, etc.)
- **Develops** and maintains 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, and bar and dining areas
- **Supervises Facilities Technician and additional labor staff** with ongoing tasks/projects through a work order system

**Business**

- **Develops, implements, and tracks** detailed financial/operational goals for full-scale bar and restaurant service, and for all programming departments. This includes designing unique policies and procedures, tools, and accountability practices particular to each department.
- **Oversees** risk management for all liability and other insurance policies, managing claims and adjusting coverage as the organization evolves; this includes legal-related work, contracts, etc.
- **Ensures** compliance with and timely filing of all annual reports, government reports, licenses, and taxes
Technology

- Ensures uninterrupted functioning of hardware and networks including phone system, servers and portable devices while supervising IT Technician to provide daily maintenance of these systems
- Maintains and tracks all software subscriptions and contracts; includes implementing strategies to support the use of a wide range of software applications

Leadership and Management

- Assists 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-solves to protect the leadership team’s time by finding innovative solutions to unique challenges
- Relates to Operations Department and external vendors in a manner 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.

TRANSITION OF RESPONSIBILITIES

This position will begin as the Assistant Director of Operations for a period of 6-12 months and will 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.

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 work with 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; 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, plans and projects, including regular interruptions to workflow.
- **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.
- **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 in order to accommodate guests and participants in all Crosstown Arts’ spaces - including the general public (as well as artists, musicians, and event organizers) - to realize the full potential of their creative vision whenever possible.
- **Gracious with people.** Ability to maintain a composed and supportive demeanor when interacting with idiosyncratic and distinctive personalities during sensitive situations. Demonstrates a good-natured, positive, 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 and willingness to take on a wide range of responsibilities ranging from simple tasks to highly detailed directives in order to complete projects.
- **Attentive to details.** Ability to maintain focus on and adjust to the 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, to work 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.

CROSSTOWN ARTS: OVERVIEW

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. It includes a charter high school for arts and sciences, graduate programs in education, health and wellness disciplines, 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.