



Operations Director Success Map

Job Title: Operations Director

Reports to: Executive Director

Direct Reports: Office Manager, Facility Engineer, Front of House Manager, Cafe/Bar Manager, Production Manager

Position Overview: The Operations Director is a full-time, exempt employee who oversees all aspects of the AcA's operations, working closely with the Executive Director. The Operations Director is responsible for day-to-day management of the AcA's facilities, which includes a 50,000ft² museum, educational, performing arts center and a 10,000ft² music museum which is in early development. The Operations Director manages a team of technical, administrative, and frontline staff serving the many functions of the AcA's facilities and offices. The Operations Director is the primary point of contact for outside users of the AcA's facilities for rentals and contracted events.

Focus Area 1. Organizational Operations

Success Statement: The AcA manages a professional operation that ensures that AcA property, equipment, personnel, and customers are treated with utmost respect.

1. Ensure the overall facility footprint runs well, without interruption to services, overseeing a team of frontline employees and contractors.
2. Develop and oversee budgetary goals for cafe, facilities maintenance, office management, and outside rentals.
3. Ensure internal calendars are accurate and informative of activities in the building.
4. Continually troubleshoot and improve systems in the front of house.
5. Continually advance logistics to minimize last-minute changes to schedules.
6. Maintain a fixed assets database for all AcA physical assets, and track and manage warranties for all equipment under warranty.
7. Develop and refine protocols for staff during daily operations and around events.
8. Ensure the AcA facility is safe and secure.
9. Coordinate with the Executive Director regarding any security breaches to the building and implement remedies to address the breach for future building security.
10. Oversee safety code compliance and maintain an Emergency Response Plan.
11. Maintain updated knowledge on local, state and federal regulations, including OSHA, building codes, etc.
12. Work with the Facility Engineer to oversee and maintain building systems, including energy management systems.
13. Be available in evenings and weekends, as needed and appropriate, to ensure the facility is being managed to the highest standards.



Focus Area 2. Financial and Office Management

AcA's back office runs smoothly in support of all operations.

1. Work with AcA's Executive Director, Office Manager, and Bookkeeper to ensure AcA's financial systems run smoothly and swiftly.
2. Manage general building access for business operations and staff, including the issuance of keys, alarm codes, and general onboarding.
3. Ensure AcA's operational records and filing systems are orderly and well-maintained.
4. Monitor leases and warranties of office equipment and arrange for replacement or repair as appropriate.
5. Ensure that quality equipment and computers issued to staff is tracked and maintained.
6. Track outgoing payments of all kinds, including direct deposits, and ensure AcA's financial management policies and procedures are followed at all times.
7. Assist with monitoring and reporting on financial aspects of grant-funded activities.
8. Manage grant and contract reimbursements, reporting as needed to Bookkeeper and Executive Director.
9. Participate in monthly Finance Committee meetings, tracking follow ups as needed.

Focus Area 3: Rental Program Management

Success Statement: Clients and potential clients of the AcA receive professional service for their use of the AcA facility.

1. Meet quarterly and annual sales goals for the rental program, which includes sales for meetings, public events, private receptions, photo- and film-shoots, and other uses.
2. Communicate directly with clients and potential clients all logistical details in advance of an event and ensure AcA provides an efficient and professional service.
3. Work closely with the Executive Director to negotiate and complete sales.
4. Communicate internally rental schedules, technical needs, security and janitorial needs, and payment plans to appropriate staff.
5. Manage expenses and revenue related to private rentals to ensure the highest possible return on investment within the department.
6. Manage change orders to minimize impact on existing plans and maximize revenue from rentals.
7. Delegate responsibilities and provide direct supervision during rental events as appropriate.

Focus Area 4: Workplace Relationships



Success Statement: AcA has a cohesive team that supports one another and the mission of the organization.

Performance Standard:

1. Report to and work closely with the Executive Director.
2. Manage, develop and recruit an effective team in the Operations Department.
3. Manage daily logistics and communications with back-office, facilities, and technical staff.
4. Provide excellent service to new and existing clients for use of the AcA's facilities.
5. Prepare for and participate in regular team meetings and staff meetings.
6. Participate in meetings with leadership, as requested.
7. Assist other staff members and board members, as appropriate.
8. Assist with special projects, as appropriate.

Qualifications

- Demonstrated experience managing and developing a diverse team
- Demonstrated experience managing complex budgets of expenses and revenues
- Demonstrated experience handling external relations and/or client relations
- Demonstrated experience in events and/or production management
- Experience with HR best practices and protocols is preferred
- Experience with facility management and building systems is preferred
- Experience with nonprofit accounting and/or business practices is preferred
- Experience with sales and/or client services is preferred
- Ability to prioritize between competing demands on time
- Extremely detail oriented
- Personal leadership skills
- Excellent listening and communication skills
- Passion for organizational management and development