



Deputy Director Success Map

Job Title: Deputy Director

Reports to: Executive Director

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

Position Overview: The Deputy Director is a full-time, exempt employee who oversees all aspects of the AcA's operations, working closely with the Executive Director. The Deputy Director oversees the Operations Team including Finance, Facilities, Production, and Front of House functions, and provides guidance to the Senior Staff over programs. The Deputy Director performs the duties of the President & CEO in his/her/their absence. The Deputy Director is responsible for monitoring departmental operations, managing customer relationships, developing the organization's strategic goals, and identifying business opportunities that would maximize the organization's performance, drive revenues, and achieve the optimum profitability goals.

Focus Area 1. Strategy Implementation

Success Statement: The AcA team is challenged to think strategically and guided to plan effectively in order to better serve the Acadiana community through the mission of the AcA.

1. Design and implement strategy with senior staff in Programming, Marketing and Development.
2. Enforce team standards and working culture toward overall efficiency and effectiveness.
3. Ensure employees' understanding of their responsibilities and how their work relates to the organization's mission, business strategy, and goals.
4. Oversee and guide all aspects of programming for the organization, including program development, accompanying budget and marketing plans, implementation, performance and interactivity among staff program director(s) and grants manager.
5. Human Resource management, including Employee Handbook Policy compliance, management of staff Paid Time Off, Staff team building activities, and facilitation of professional development for staff in Diversity, Equity, and Inclusion, technology training, etc.
6. Cultivate Arts & Culture opportunities within the community planning & development landscape.
7. Serve as a thought partner with senior staff in Programming, Marketing and Development.
8. Develop and steward deep external partnerships with diverse populations regionally, state-wide, and nationally.
9. Expand a growing center of expertise, resources, and capacity around and for the arts sector by engaging affiliates, regional organizations, allies and advocates in planning, communications, and collective action efforts, furthering the mission of the organization.



10. Support Executive Director and Board of Director on initiatives of the organization.

Focus Area 2. 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. Consult with and develop positive relationships with staff in all departments in order to identify and solve problems for the betterment of the organization.
2. Negotiate and complete rental sales, working with the Executive Director, when necessary.
3. Ensure the overall facility footprint runs well, without interruption to services, overseeing a team of frontline employees and contractors.
4. Develop and oversee budgetary goals for café, facilities maintenance, office management, and outside rentals.
5. Ensure internal calendars are accurate and informative of activities in the building.
6. Develop and refine protocols for staff during daily operations and around events.
7. Coordinate with the Executive Director regarding any security breaches to the building and implement remedies to address the breach for future building security.
8. Oversee safety code compliance and maintain an Emergency Response Plan.
9. Maintain updated knowledge on local, state and federal regulations, including OSHA, building codes, etc.
10. Direct the Facility Engineer to oversee and maintain building systems, including energy management systems.
11. Manage general building access for business operations and staff, including the issuance of keys, alarm codes, and general onboarding.
12. Ensure AcA's operational records and filing systems are orderly and well-maintained.
13. Ensure that quality equipment and computers issued to staff is tracked and maintained.
14. Oversee the tracking of outgoing payments of all kinds, including direct deposits, and ensure AcA's financial management policies and procedures are followed at all times.
15. Participate in monthly Finance Committee meetings, tracking follow-ups as needed.

Focus Area 4: Workplace Relationships

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

1. Report to and work closely with the Executive Director.



2. Directly manage, develop and recruit an effective team in the Operations Department.
3. Collaborate with and guide the strategic goals of the senior staff in Programming, Marketing, and Development.
4. Provide excellent service to stakeholders and patrons of the AcA.
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

- Passion for the mission of the Acadiana Center for the Arts, "Fostering art and culture in Acadiana."
- 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 donor or client services is preferred
- Ability to think strategically and act effectively
- Ability to build strong relationships with a diverse team
- Ability to prioritize between competing demands on time
- Extremely detail oriented
- Personal leadership skills
- Excellent listening and communication skills