



## Operations Manager

POSITION DESCRIPTION: October 2017

### **MISSION:**

*CounterPulse is building a movement of risk-taking art that shatters assumptions and builds community. We provide space and resources for emerging artists and cultural innovators, serving as an incubator for the creation of socially relevant, community-based art and culture. CounterPulse acts as a catalyst for art and action; creating a forum for the open exchange of art and ideas, sparking transformation in our communities and our society. We work towards a world that celebrates diversity of race, class, cultural heritage, artistic expression, ability, gender identity & sexual orientation. We strive to create an environment that is physically and economically accessible to everyone.*

*CounterPulse is one of San Francisco's leading small venues for cutting-edge, interdisciplinary performance. Our studio theater hosts over 300 public events each year, ranging from dance, theater and music performances to political discussions and film screenings. For more information about CounterPulse, please visit [www.counterpulse.org](http://www.counterpulse.org).*

### **ABOUT YOU:**

*You are someone who is passionate about bringing order to information and the physical environment. If both would fit, you'd harbor a label maker and an allen wrench tucked into your back pocket. You are self-motivated to identify and address a diverse array of both operational and facility-related challenges, including those posed by basic IT systems and devices (desktops, internet, printer). You feel equally at home in a spreadsheet and a tools/work closet. You appreciate the variety of working in a fast-pace, small theater. Perhaps most importantly, you enjoy serving in a variety of capacities to support and contribute meaningfully to the evolving character of a lively, growing arts organization.*

*The Operations Manager oversees the day-to-day financial administration and coordination of our programs, human resources, general operations, and facilities. This position reports to the Director of Operations.*

## **SCOPE AND NATURE OF WORK:**

### *FINANCE*

- Oversee the day-to-day financial administration. Manage accounts payable and accounts receivable for Bookkeeper; conduct deposits
- Work with Director of Operations and Bookkeeper to prepare profit and loss reports monthly and quarterly.
- Audit weekly ticket sales report, oversee input of production information into database, reconcile artist contracts and reporting
- In collaboration with bookkeeper and Director of Operations, Support Production Manager in the management of fiscally sponsored (House Artists) artists' CounterPulse accounts.
- Maintain timely payment of bills associated with operations.

### *HUMAN RESOURCES*

- Maintain knowledge of HR policies and procedures, inform staff as appropriate
- Provide administrative support for the hiring process, new hire orientations, and fellowship program
- In support of Director of Operations, plan and implement creative systems for nurturing and supporting an engaged, enterprising staff. Work with the entire staff to create a welcoming home for art and community.
- Coordinate social events including staff karaoke and birthday celebrations, cards, etc.

### *GENERAL OPERATIONS*

- Oversee office technical systems and general management, including office supply inventory, purchase and organize supplies, negotiate and communicate with vendors.
- In collaboration with Engagement Associate, act as emergency contact for all issues associated with our facility, events, and recurring rental programs such as Contact Improv
- Maintain working order of admin office technical equipment including the printer, operable internet connectivity, data storage device (time machine), etc.
- Support Communications and Engagement manager in maintaining inventory and stock for audience hospitality
- In support of all staff members that produce live events, assist when needed in special event staging, facilitation, and break-down of special events
- Organize and distribute incoming mail
- Oversee shared staff chores
- In support of Director of Operations, perform general maintenance of our database, Patron Manager

### *FACILITIES*

- Maintain appropriate operating condition of the studios, gallery, office, and facility as a whole:

- Maintain “resting state” order of box office, admin office, and upstairs studio, basement facilities
- Supervise proper use, storage and maintenance of office supplies, IT equipment, office furniture, user manuals and warranty documentation, tools, etc.
- Maintain and improve theater signage, storage, and documentation systems
- Ensure readiness of theater and studios for scheduled activities
- Facilitate transitions between events as needed
- Maintain a constant awareness of the cleanliness, accessibility, and usability of all public facilities, and identify and implement any needs for improvements
- Support Director of Operations in ensuring the safety of the building: ensure compliance with building, fire and ADA code.
- Support Director of Operations in developing and implementing safety protocols for staff that work to evolve overall organizational safety standards.
- Independently identify and troubleshoot small challenges associated with the facility--thus the allen wrench!
- Take responsibility for maintaining operable internet connectivity, printer function, etc.

#### **QUALIFICATIONS:**

- Excellent communication skills with staff, artists, and a diverse public.
- Extraordinary organizational ability, and the passion to bring order to information and built environment
- Physical dexterity, and overall interest/working knowledge of how to make things “work”
- Experience with facilities maintenance a plus
- Passion for the arts and social justice.
- Experience with daily finance management.
- Desire and ability to work collaboratively, maintaining a sense of humor and openness to unexpected situations
- Excellent time management skills; ability to work gracefully under pressure/deadline while attending to multiple responsibilities and intricate details.
- Experience with online apps including Google Apps and Salesforce.
- Experience managing data on Google Sheets or Excel.
- Experience in QuickBooks and basic accounting principles a plus.
- Experience with CRM a plus.

#### **WORKING AT COUNTERPULSE:**

Joining the CounterPulse team means joining a group of incredibly smart and dedicated folks who are driving a growing and changing organization. Our culture is artist-focused and highly collaborative. As a new staff member, you will have the chance to participate in meaningful conversations about the future of our organization, the impact we can have in our community, and the role of art in society. You will also have the opportunity to participate in selecting artists and envisioning our programming. We value the flexibility and perks of working at a small arts organization, and we think you will too. Here are the details:

- Full-time salary exempt position, \$40,000 annual salary to start with opportunities for rapid advancement.
- A typical workweek will include office hours on Monday-Friday daytime, evening events as scheduled, and checking email daily.
- 50% Health and Dental Benefits
- Commuter Check available, pre-tax
- Free admission to events at CounterPulse and other Bay Area theaters
- 5 hours/month free rehearsal space
- Generous holiday, vacation & sick leave policy
- Ongoing training, networking and professional development opportunities

**TO APPLY:**

- i. Write a cover letter addressing why you want to work at CounterPulse, and how your prior experience is relevant to this position.
- ii. Attach your resume.
- iii. Email these items to [openings@counterpulse.org](mailto:openings@counterpulse.org) subject line: "ATTN: Natalie Cone, Operations Manager" *Incomplete applications will not be accepted.*

**EQUAL OPPORTUNITY EMPLOYER**

CounterPulse fosters a creative and professional environment that reflects the diversity of San Francisco. We actively recruit a wide pool of applicants representing dimensions of difference that include — but are not limited to — age, national origin, ethnicity, race, religion, ability, sexual orientation, gender or political affiliation.

Applications accepted on a rolling basis. Please submit by October 27th.