



Operations Manager

Position Description, July 2021

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.

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). As a detail-oriented, taskmaster you can't help but build timelines and checklists. With ease you balance multiple project threads and timelines. You are confident navigating and organizing your work with web apps like Google Drive and your calendar is always water tight. You appreciate the variety of working in a fast-pace, small arthouse. 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. The Operations Manager works directly in support of and in partnership with the Artistic & Executive Director to manage and advance the goals of and impacts of the organization. This position reports to the Artistic & Executive Director.

Position open until filled.

SCOPE AND NATURE OF WORK:

FINANCE

- Partner with Finance Manager to oversee the day-to-day financial administration
- Manage accounts payable; conduct deposits
- Reconcile weekly box office income
- In collaboration with Finance Manager, manage fiscally sponsored (House Artists) artists' CounterPulse financial accounts
- Maintain timely payment of bills associated with operations
- Support annual audit and tax preparation

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
- Design organizational practices and activities that support team-building, nurturing, and supporting an engaged and 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 Resident Manager, act as emergency contact for all issues associated with our facility, events, and recurring rentals
- Maintain working order of admin office technical equipment including the printer, operable internet connectivity, data storage device (time machine), etc
- Support Program 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
- Train and support staff to adhere to and understand operations systems and organizational budgets, working to sustain uniformity and efficiency

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 a constant awareness of the cleanliness, accessibility, and usability of all public facilities, and identify and implement any needs for improvements
- Ensure compliance with building, fire, safety and ADA code

- Develop and implement 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!
- Oversee janitorial and provide hands on support as needed

ADMINISTRATIVE

- Attend meetings and support communications between stakeholders through note taking, dictation, and information tracking
- Maintaining the current filing and database system, and looking for ways to improve current systems
- Act as the point of contact between the AED and internal or external stakeholders
- Support the AED in calendaring key meetings
- Participate in weekly staff and department meetings, seasonal planning meetings, potlucks, karaoke and board meetings
- Provide general support to visitors, audiences, and community members
- Provide general administrative support to CounterPulse employees

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.
- Experience managing data on Google Sheets or Excel.
- Experience in QuickBooks and basic accounting principles a plus.
- Experience with CRMs, Salesforce 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:

- Part-time to Full-time; 25-40 hours per week depending on candidate availability/interest
\$38,000 to \$56,000 annual salary to start with opportunities for rapid advancement.
- Ideal start date: July 26, 2021
- A typical work week includes office hours Monday-Friday 10-6pm with flexible work from home options, evening events as scheduled/safe; for part time schedule is negotiable
- 100% Health and Dental Benefits; pre-tax Commuter Check; Free admission to events at CounterPulse and other Bay Area theaters; 10 hours/month free rehearsal space
- Generous holiday, vacation & sick leave policy
- Ongoing training, networking and professional development opportunities

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.

HOW TO APPLY TO COUNTERPULSE (read carefully):

Email the following documents to openings@counterpulse.org:

- 1) Cover letter addressing why you want to work at CounterPulse, and how your prior experience is uniquely relevant to this position
- 2) Resume
- 3) Two professional references

Email Subject line should read: “ATTN: Julie Phelps, (Your Last Name) OM App”

Position open until filled: Apply by July 12 for priority review.