



## Managing Director

### **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're a real people person. You are someone who is passionate about leading an intimate team while also loving to make new connections. You are self-motivated and caring in your approach to relationships – quick to celebrate those around you, and also never shying away from a difficult conversation when it's needed. As a counterbalance to the beautiful chaos of working with a diverse array of humans, you thrive in creating elegant operational and administrative systems. You feel equally at home in running a spreadsheet and hosting a gala. You also appreciate the variety of working in a fast-paced, 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 community – you're engaged and resourceful in navigating new challenges! CounterPulse became a union workplace in June 2024 and you're excited to grow and flex with the organization as we navigate the bargaining process!*

*This senior leadership position is responsible for the day-to-day management of our team carrying out human resources needs such as hiring, training and evaluating team members, managing individual donors relationships, and developing and executing communications strategies of CounterPulse. The Managing Director works in close partnership with the Artistic & Executive Director to design and implement innovative and sound business, management, and fundraising practices and initiatives. This position supervises the Exhibitions & Operations Manager, Associate Director of Community Engagement, Development & Communication Associate, and Facilities Assistant and works with our full staff to ensure support of all CounterPulse's organizational objectives. This position reports to the Artistic & Executive Director.*

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

### *HUMAN RESOURCES AND DIVERSITY, EQUITY, ACCESSIBILITY & INCLUSION*

- Design organizational policies 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 as well as a communicative and respectful office environment
- Lead internal equity work and project budgets including staff professional development and collaborations with contractors; make recommendations and support staff and board retreat planning
- Ensure compliance with applicable human resources, employment, labor and personnel laws and regulations with a focus on complying with applicable laws related to managing a union workplace; serve as the primary liaison with contract human resources agency
- Oversee the Accessibility Cohort in ensuring and improving robust accessibility of our space and programs
- Oversee team performance including facilitating feedback, overseeing annual performance reviews and staff development, and fielding grievances in collaboration with team leads and supervisors
- Oversee the hiring process, onboarding, and separation logistics of staff in collaboration with the Exhibitions & Operations Manager and other relevant staff

### *DEVELOPMENT & COMMUNICATIONS*

- Design and direct annual fundraising plans and events for individual donors, including our Gala, Annual Appeals, Major Donors Program, and Membership Drive, to cultivate, solicit, and steward donors and partners in collaboration with the staff and Board of Directors
- Direct marketing and outreach plans to build public awareness and profile of CounterPulse locally, nationally, and internationally
- Oversee all marketing and communications to ensure consistent messaging and branding across all donor touchpoints, institutional storytelling and collateral, and strategic public relations
- Partner with the AED to engage and cultivate the Board of Directors
- Lead the development and maintenance of the Salesforce CRM; train and consult with staff on their departmental use and make customizations

### *GENERAL LEADERSHIP*

- Grow and maintain the essential financial resources of CounterPulse to sustain our staff, facilities, and program delivery
- Participate in bargaining and contract negotiations with union representatives
- Represent CounterPulse and its innovative practices to the larger community at select

meetings, conferences, and events

- Work with staff to collect comprehensive, meaningful, and accurate information about our programs and constituencies
- Attend staff meetings and other events as necessary; participate in shared office duties
- Serve as the direct supervisor of the Exhibitions & Operations Manager, Associate Director of Community Engagement, Development & Communication Associate, and Facilities Assistant, including conducting regular check-ins to prioritize workloads and annual performance reviews

#### **QUALIFICATIONS:**

- 4+ years experience working in non-profit administrative, operational or management roles
- Excellent communication skills with staff, artists, and a diverse public
- Extraordinary organizational ability, and the passion to bring order to information and built environments
- Experience developing and managing fundraising strategies and special events (i.e., Galas, donor events, etc.)
- Experience with human resources and team management; experience with union workplaces a plus
- Experience with facilities maintenance a plus
- Passion for the arts and social justice
- 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, specifically Patron Manager or other similar customer relationship management systems
- Experience managing data in Google Sheets or Excel

#### **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:

- 32 hours a week, full-time salaried exempt, management position; \$70,000-80,000 annual salary depending on experience
- A typical workweek will include a hybrid of working from home and the office for four working days Monday-Friday daytime, evening events as scheduled, and fulfilling responsibility when and as they arise
- Health, dental, and vision benefit plans for employee 100% covered by CounterPulse

- Health FSA & transit/parking benefits available, pre-tax
- Free admission to events at CounterPulse and other Bay Area theaters
- 10 hours/month free rehearsal space
- Generous holiday, vacation, and sick leave policies including an eight-week sabbatical after 5 years and every 3 years after
- 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: Julie Phelps, Artistic & Executive Director" *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 with priority review for applications received by November 10, 2024.