



## **Title: Operations Manager**

### **Organization: Steamboat Creates**

**About Us:** Founded in 1972, Steamboat Creates (formerly: Steamboat Springs Arts Council) is devoted to supporting and promoting arts and culture in the Yampa Valley, through the planning and production of arts and humanities programs and initiatives that have a positive educational and cultural impact on our community. Annual events and programming include: Steamboat Creates Creative District, Western Heritage Month, Young at Art Creativity Camps, Cabaret, Art in the Park, Visual Arts Exhibitions, Performing Arts and Literary Arts. Steamboat Creates is a 501(c)(3) non-profit organization, supported by our annual members, audiences and local businesses. For more information, please visit [www.steamboatcreates.org](http://www.steamboatcreates.org)

### **Job responsibilities include but are not limited to:**

Experienced, take-charge professional with ability to manage bookkeeping, administration and logistics in support of Executive Director (ED) in a busy special events and programming environment. Operations Manager is responsible for managing the day-to-day operations necessary to ensure that the organization achieves its objectives. The Operations Manager works with the ED and other staff to achieve the organization's strategic goals. Reports to Executive Director. Assist with coordination of up to 8 events and 10 programs per year. Must be able to anticipate project needs, discern work priorities, and meet deadlines with little supervision, and be willing to work occasional evenings and weekends. Assist in fundraising initiatives as designated by the ED.

### **Specific Tasks:**

- Work with the ED and staff to create a dynamic plan of cultural activities, events, programs and community outreach based on strategic initiatives that align with SC mission.
- Work with the ED to identify and secure the resources needed to implement and meet organizational objectives
- Bookkeeping to include Quickbook entries, bill paying, bank deposits, weekly and monthly reports to ED and program/event reconciliation
- Work closely with various committees to set agendas, take minutes and provide reports to the ED as well as special project task force meetings
- Payroll, bank reconciliations, sales & employee taxes, independent contracts, compiling data and running reports
- Manage Depot Art Center facility, including special and routine maintenance and cleaning, facility project management and facility rentals.
- Facility rentals management, including booking, managing calendar, scheduling cleaning and documentation for private parties and recurring rentals
- Assist ED with fundraising efforts and be part of the fundraising team (i.e., selling ads, collecting auction items, grant management and procuring sponsorships).
- Sign up new members by understanding the Steamboat Creates' programming, relevance, communicating the mission and membership benefits
- Work with 3rd party software to manage box office, ticketing and sales tax licenses for programs and special events
- Recruit, manage and retain volunteers to ensure fiscal sustainability, increase capacity and connection with the community at large
- Work with the ED and Program Director for promotion, creation, innovation and collaborations to achieve programming goals
- Data management for donors, email marketing, surveys, inventory, registrations, ticket sales, etc
- Administrative management including employee training on office systems, calendars, inner office communications and third party software
- Plan, monitor, and analyze key metrics for the day-to-day performance of the operations to ensure efficient and timely completion of tasks
- Administrative and marketing support as needed. Marketing includes website updates, FaceBook events, social media posts, Happenings, News In Brief, Chamber calendar of events, press releases, newsletter entry, as found on the marketing checklist

- Build and maintain relationships with staff, external partners, and vendors to make decisions regarding operational activity and strategic goals
- Uphold organization policies and standards, ensuring legislative regulations are followed
- Work closely with ED and board liaison to lead team with integrity and establish and maintain a trusting, inclusive, and productive environment
- Checks and balances to include compiling data and running reports (Quickbooks, spreadsheets, etc)
- Working with ED to contract and oversee seasonal and temporary employees and independent contractors
- Tracking goals, establishing performance indicators, collecting data, anecdotal evidence, reporting and setting goals for impact of programs, events, classes, and activities
- Organizing office paperwork including registrations, sales, permitting, grant reporting and anything related to SC program and events activity
- Maintaining and updating manuals for procedures, policies, and other activities as needed
- Joint oversight with ED of non-exempt staff to include, but not limited to, education coordinator, visual arts manager, interns, contract labor, volunteer management and consultants
- Various research, presentations, advocacy and pursuit of strategic goals by joining community committees, boards and task forces with guidance from the ED
- Represent Steamboat Creates at events and give presentations to community members, being an advocate for arts and culture.
- Customer interaction, coordination and art sales as needed
- Communication, organization and office management
- Work as a team to be excellent stewards of the historic Depot Art Center and keeping the facility tidy
- Work with the ED on budgeting, purchasing, contracting and other essentials to ensure efficient, affordable and effective operations
- Work with ED to devise and implement strategies to ensure growth of programs identifying and implementing process improvements that will maximize output and minimize costs
- Attend staff, committee and board meetings
- Be kind and helpful

#### **Qualifications:**

- Ability to manage multiple projects and work assignments from a variety of staff and volunteers.
- Excellent interpersonal skills both in person and by phone, with high professionalism.
- Ability to accomplish projects with little supervision.
- Fantastic customer service ethic and high expectations for quality.
- Bachelor's degree preferred; significant work experience can substitute for the degree.
- At least 3 years experience with office administrative management.
- At least 1 year experience with office coordination.
- Proficient using the latest versions of Microsoft Word, Excel, PowerPoint, Access, and mail merges; email and web searches.
- Experience with budget and business plan development
- Proven ability to develop innovative solutions for increased productivity
- Superior negotiation skills in both internal and external settings
- Masterful organizational, communication, and leadership skills, demonstrated by previous professional success
- Strong working knowledge of data analysis and performance metrics using business management software

#### **Education and/or Experience**

Although Steamboat Creates does not expect applicants to present specific college degrees or diplomas, the board of directors does expect applicants to possess the abilities, knowledge and skills, and personal qualities and characteristics necessary to carry out the responsibilities and duties laid out above. While successful applicants may have enhanced their abilities, strengthened their knowledge, and sharpened their skills through a formal educational process and through experience working with for-profit and/or nonprofit organizations, it is not necessary. Computer proficiency is required.

#### **Qualities and Characteristics**

A successful candidate will demonstrate an ability to collaborate, coordinate, meet deadlines, listen carefully, while also expressing their own point of view, to demonstrate flexibility as they develop a common ground for

programmatic changes. It is very important to have strong written and verbal communication skills. We expect staff members to have efficient organizational and multi-tasking skills, to take initiative and work hard because of an overriding commitment to nurture the arts so creativity flourishes in the Yampa Valley through programming and events.

**Salary and Benefits**

Full-time position with an annual salary range starting at \$45,000 - \$55,000 depending upon qualifications and experience. Average work week: 40+ hours, with additional time required during peak times of the year, some weekends and evenings required.

**Steamboat Creates' Anti-Discrimination Statement**

“Steamboat Creates shall not discriminate on the basis of race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, political affiliation, gender identification or expression, or military status in any of its activities of operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers, and selection of vendors and provision of services.”

**Mission:**

Steamboat Creates enhances quality of life and economic vitality:

- For our creative sector through advocacy, promotion, education, infrastructure, and connections
- For our community and visitors by growing engagement in arts and cultural experiences

**Vision:**

Steamboat Springs will be recognized as a thriving, world-class creative community.

**Values:**

1. **Inclusivity** - Everyone has an important story to tell, dance, write or sing, and from that individual creativity, we are able to respond to the needs of our community. Community engagement is an avenue to enhance our capacity and to improve the lives of people from all walks of life. Improving the quality of engagement produces results that are mutually beneficial.
2. **Passion:** Passion is a powerful force—driving actions—determining direction. Passion is a word we equate with vibrancy and energy in our arts community. We believe that passion is a vital aspect of creativity. It is not something we, as creators of art, just decide to have. It is something that grows out of being involved in the creative process.
3. **Authenticity:** The value of authenticity plays an enormously important role in our personal lives and in our community's well being. Our sense of originality is rooted in traditions, history and heritage. Being our true selves, trusting each other and working towards understanding one another enables us to grow responsibly and inclusively.
4. **Sustainability** - We strive to be self-reliant and use only what we need, without jeopardizing the potential to meet our future needs. The value of sustainability grows from our pioneering heritage and spirit. It helps us advance our organizational and community priorities, achieve competitive advantage, and drive innovation.

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Signature below indicates: you have read, understand and will execute the job description, the employee manual, uphold and contribute to the culture of Steamboat Creates its mission, vision and values. Additionally, you will represent Steamboat Creates with professionalism and kindness.

\_\_\_\_\_  
Operations Manager, Name

\_\_\_\_\_  
Kim Keith  
Executive Director, Name

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



We nurture the arts so creativity flourishes.