



## Director of Operations

at Chamber Music Pittsburgh (a 501c3 nonprofit organization)

**Reports to:** Executive Director

**Type:** Full-time, flexible schedule, exempt, salaried

**Salary & Benefits:** \$65,000 annually, unlimited PTO, 100% company-paid Health, Dental, and Vision Insurance

**Location:** Pittsburgh, PA - Remote, with semi-regular in-person commitments as duties require (such as concerts and board and committee meetings)

### Hiring Timeline

**Apply by May 13, 2022:** Send a brief statement of interest and a resume to ChamberMusicPittsburghHiring@gmail.com. Interviews will be held on a rolling basis. Position to start in Early June.

### About Chamber Music Pittsburgh

Chamber Music Pittsburgh (CMP) was established in 1961 by a group of civic leaders committed to providing Pittsburgh audiences with the opportunity to hear the world's finest chamber music artists. Over the past six decades CMP has presented an impressive array of the most talented and renowned chamber musicians and has become one of the most respected chamber music organizations in North America.

CMP's programming has flourished in the past several years, defined by the premise that chamber music is music played on a part and defies genre. The organization has grown from a single series to several, including a minimum of 13 concerts, a music instrument lending library, a scholarship program, an artist residency, and a host of educational activities.

### Position Overview

Historically, CMP staff has remained consistently lean, with just two full-time positions and a variety of contractors to carry out all administrative and programmatic tasks. As part of an initiative to restructure roles to better suit the organization's needs, CMP recently outsourced its marketing function, moved programming to a venue with more patron services and production support, and dedicated resources to hire a Director of Operations. This position has the opportunity to set culture, design systems and processes from the ground up, and shepherd a small arts organization through an exciting stage of administrative growth.

This position is designed to overhaul internal operations to make the organization more efficient, oversee day-to-day administrative and financial tasks, organize around projects, programs, and organization-wide goals, and serve as a thought partner and colleague to its Executive Director. As the organization continues to grow, the Director of Operations will spearhead administrative and

front-of-house staffing, steer workplace culture, policies, and procedures, capture and report on meaningful programmatic and financial data, and ensure effective use of human, financial, and technological resources needed to achieve the organization's goals.

## **Responsibilities**

### **General Administration**

- Work with Executive Director to align CMP's organizational plan, program plans, and staff capacity with opportunities and goals
- Serve as liaison for all external vendors (finance, marketing, etc) and manage relationships; prepare, review, and negotiate contracts in support of organizational goals
- Hire, onboard, review, and train staff as needed
- Manage procurement and inventory of supplies, licenses, equipment, and services for program operations
- Manage CMP's insurance policies, including health, worker's compensation, D&O, liability, etc.
- Attend regular business meetings with the ED
- Adjusting policies and procedures to improve programs and processes; Lead post mortem analysis of organizational activities to ensure CMP builds institutional knowledge

### **Finances**

- Alongside Finance Contractor and ED, guide financial planning, including budget development, monitoring, and reporting; contract reviews and management; investment fund monitoring, and other financial management areas as needed
- Prepare and enter PA Cultural Data Project report annually
- Oversee routine financial functions – cash, accounts payable, accounts receivable
- Pay local taxes as needed
- Process payroll
- Coordinate with Finance Contractor to prepare all Forms 1099. Distribute Forms 1099 and W2 as needed
- Document major business purchases

### **Patron Services**

- Attend all concerts and manage operations for all front-of-house functions at CMP events
- Oversee and execute all aspects of subscription renewal campaign, processing, seating and ticketing (alongside the ED)
- Ensure hiring of sufficient FOH concert staff as needed including box office staff
- Lead acquisition and stewardship of patron and donor contact information, and keep patron-donor database current
- Manage organizational database and provide all necessary reports
- Oversee all aspects of the annual practice challenge
- Oversee, coordinate and implement all aspects of ticketing outreach initiatives (e.g. including Bring a Friend coupons, Access Passes and Group Sales)

### **Development**

- Execute individual giving appeals, alongside the ED
- Enter all gifts into organizational database and prepare donor acknowledgment letters

## **Programming Support**

- Assist ED in coordinating all necessary rentals for performances
- Coordinate guest artist travel and hospitality needs

## **Our Ideal Candidate**

### **Please Apply If You Have:**

- Five or more years of demonstrated leadership and management experience.
- The ability to create and implement systems, policies, and processes
- Experience managing contractors and navigating contracting processes
- Project management experience
- Solid organization skills with the ability to multitask and prioritize across several active projects
- Experience or willingness to learn database management
- The ability to manage, use, learn, and/or adopt suitable replacements for the following software and systems: Google Workspace, ArtsPeople or another patron or donor database, Microsoft Office Suite, Quickbooks Online, and Wordpress

### **Exceptional Candidates Will Have One or More of These Additional Traits:**

- Arts management experience and knowledge of performance procedures and practices
- Individual, corporate, and/or grant-related fundraising experience
- Marketing experience

**To apply, email a brief statement of interest and a resume to  
ChamberMusicPittsburghHiring@gmail.com by Friday, May 13, 2022**