



Cain Center for the Arts

Job Description – Director of Operations

Cain Center for the Arts is seeking a Director of Operations to help us fulfill the organization's mission of providing exceptional visual arts, performing arts, and social experiences to the Lake Norman Region. This role will oversee the day-to-day business operations and successful execution of programs of the organization and its two facilities to ensure Cain Center for the Arts consistently exceeds the expectations of all constituencies. This includes overseeing the execution of contracted deliverables during use of Cain Center for the Arts and Cornelius Arts Center including concerts, theatrical performances, dance performances, private rental, class use, outdoor programs, and all other programs that may occur.

Please note: This position may require significant work time during evenings, weekends, and some holidays.

The Director of Operations will report directly to the Cain Center for the Arts Executive Director.

Start date of employment: Negotiable, July 1, 2022

Principal Accountabilities

- Oversees day to day business operations of two venues, Cain Center for the Arts and the Cornelius Arts Center.
 - Works with Technical Director to oversee the operation, maintenance and security of the facilities' physical plant to ensure a clean, safe and comfortable facility.
 - Ensures codes, laws, ordinances, policies, procedures, risk management, safety precautions, rules, regulations and emergency procedures are followed.
- Planning and execution of programs and operational needs that accompany those programs
 - Coordinates and manages outsourced F&B and catering for the organization
 - Organizes and clearly communicates the annual calendars of all program activities.
 - Works with Cain Center for the Arts Director of Ticketing & Patron Services to ensure proper execution and Front of House staffing needs for programs.
 - Administers contracts and agreements with suppliers or promoters for activities and services at the facility.
 - Coordinates with Technical Director that all production needs and technical riders have been met
 - Executes performer contracts and riders

- Works with Director of Ticketing and Patron Services to execute final settlement at completion of performances
- Utilizes special knowledge of artistic matters to manage the long-range planning process and to work with the Executive Director on strategic planning and related initiatives.
- Works with Executive Director to develop and administer the annual budget for program operations
- Fully participates in Board meetings, Leadership Team, and Full Staff Meetings, supporting colleagues by offering information and assisting with appropriate projects and initiatives.
- Management of Cain Center for the Arts Rentals Program
- Establishes and maintains effective working relationships with client representatives, departments, agencies, and contractors to encourage continued regular use of the venue.

- Other duties as required
- Communicates expectations, offers support, and effectively delivers regular and objective feedback to staff. Models behavior that promotes and energizes a fast-paced, cohesive, and high-functioning working team in a rapidly changing environment.
- Effectively delegates work to staff, assuring assignments reflect the priorities of the Association.
- Serves as an ardent and loyal advocate for Cain Center for the Arts throughout the organization, the community, and the performing/visual arts world.

Qualifications

- Knowledge in non-profit, and/or performing arts operations
- Excellent project management skills. Ability to drive a project from initial vision to completion.
- Attention to detail
- Strong listening skills
- Ability to be a true team leader – encouraging development and insight of teams while continuing to drive the team toward the goals established.
- Skill and experience in contract negotiation, purchasing and supervision.
- Skill in planning, coordinating and directing varied and complex administrative operations.
- Skill in coordinating F&B and catering for venue.
- Excellent skills in oral and written communications.
- Ability to maintain excellent working relationship with diverse work groups to include, artists, contractors, local businesses and business groups, art groups, government agencies, universities, the community, schools, the media and art organizations, employees, officials, and general public.
- Ability to work independently, exercising judgment and initiative.
- Ability to work under difficult schedules and pressure and produce accurate results.
- Ability to remain flexible and adjust to situations as they occur

- Regularly solves problems and completes complex projects at the highest level of excellence and on a timely basis.
- Manages discretion in the treatment of sensitive and/or confidential information.
- Effectively demonstrates a consistent and sustained commitment to prudent fiscal practices through the active pursuit of the elimination of waste from every process
- Experience with budget creation and management including planning, budgeting, financial tracking, contract management, and schedule tracking is desired.
- A commitment to the idea that all staff members help to fundraise
- A commitment to continuing the development of our company culture and values
- Commitment to integrating excellent customer service concepts into all operations
- Proficiency in Microsoft Suite – PowerPoint, Excel, Word, Outlook, Teams

Desirable Training and Experience

Bachelor's degree from a four-year accredited college or university in arts management, business, or related field with a minimum of five years progressively responsible experience in management of arts, arena, convention, trade or conference centers. Experience required in theater operations, supervising personnel, and contract negotiation/execution. Equivalent combination of education and experience will be considered. Possession of or ability to readily obtain a valid driver's license is required.

FLSA Status/Classification:

The Director of Operations is a Full-Time Exempt Employee

Compensation & Benefits:

- \$60,000 - \$75,000 / annual
- Benefits include PTO, Medical

Application will be open until position is filled

Cain Center for the Arts is an Equal Opportunity Employer, and as such, we recognize our responsibility to embrace and promote Diversity, Equity, and Inclusion throughout all aspects and levels of our organization including artistic programming, talent recruiting and retention, training, workplace culture, and community engagement.

To Apply: *Please send resume and cover letter to Executive Director, Justin Dionne at jdionne@cainarts.org. List Director of Operations and your name in the subject line: example Director of Operations – John Smith.*