

Position Title: Manager of Operations and Administration

GENERAL INFORMATION

WPA Payroll Title: Manager

Department: Finance and Administration

Title of Immediate Supervisor: Chief Financial Officer

Salary: \$60,000

About Washington Performing Arts:

One of the most established and honored performing arts institutions in America, Washington Performing Arts has engaged for more than half a century with artists, audiences, students, and civic life. The city is truly our stage: for decades, in venues ranging from concert halls and clubs to public parks, we have presented a tremendous range of artists and art forms, from the most distinguished symphony orchestras to both renowned and emerging artists in classical music, jazz, international genres, and more. We also have an ever-expanding artistic and educational presence on the internet, addressing the programming challenges of this time of pandemic while envisioning ongoing opportunities for online connection and community in a post-COVID world. Washington Performing Arts deeply values its partnerships with local organizations and other arts institutions. Through events online and in myriad performance venues and neighborhoods, we engage international visiting artists in community programs and introduce local artists to wider audiences. We place a premium on establishing artists as a continuing presence in the lives of both young people and adults through residencies and education programs.

Our achievements have been recognized with a National Medal of Arts and with three Mayor's Arts Awards from the DC Government. We have now embarked upon our second half-century, ever inspired by the motto of our founder, Patrick Hayes: "Everybody in, nobody out."

Organizational Diversity & Inclusion:

In keeping with our mission and guiding principles, we seek, represent, and welcome a multiplicity of voices in everything we do from programmatic content to composition of our board and staff. Accordingly, we seek to build a team that reflects — and meets the needs of — the community we are part of, and serve. While we have made important progress to these ends, we journey on toward intentional, focused learning and action. One component of this work is hiring a diverse workforce, as we strive to make Washington Performing Arts ever more inclusive and true to our founder's ethos of "everybody in, nobody out." We wish to make every employee feel welcome, motivated, and supported in doing their best work. We know that we work better together in service of Washington Performing Arts's mission, because of our differences, not despite them.

Equal Employment Opportunity Statement

Washington Performing Arts subscribes to a policy of Equal Employment Opportunity, and will not discriminate against any employee or applicant because of race, age, sex, color, sexual orientation, physical or mental disability, protected veteran status, religion, ancestry or national origin, marital status, genetic information, political affiliation, and gender identity or expression. In addition, the District of Columbia adds protection for marital status, personal appearance, sexual orientation, family responsibilities, matriculation, or political affiliation. Washington Performing Arts' employment decisions are made based on the needs of the organization and qualifications of the applicants and employees.

POSITION INFORMATION

Position Summary/Purpose:

The Manager of Operations & Administration will provide support in the areas of human resources, information technology, and organization operations. As a key member in the Washington Performing Arts team, the Manager of Operations & Administration will partner with the Finance & Administration group to ensure the efficient, accurate, and timely attention to all the duties that follow.

Essential Duty #1: Human Resources Management

Percentage: 50%

- Develop and deploy human resources practices as related to hiring, onboarding/offboarding, payroll, employee records and other personnel functions within which are embedded the principles of equity, diversity, and inclusion
- Support President & CEO, Assistant to the CEO, and external DEI consultant, in Washington Performing Arts' Diversity, Equity, and Inclusion training for the staff; active research of best practices of diversity, equity and inclusion trends, recommending implementation of outcomes as needed
- Partner with CFO to serve as human resources/personnel point of contact for Washington Performing Arts employees and employee benefits providers; ensure ongoing communication with staff and providers as needed
- Notify staff of all human resources matters; early closure, open enrollment, benefits/legal changes
- Assist with employee hiring, onboarding and offboarding processes; making recommendations for process improvements as necessary
- Support CEO and Assistant to the CEO, to operationalize employee professional development and learning goals
- Support the organization's annual performance review and development process
- Ensure compliance with federal and local human resources/personnel laws; remaining current with emerging/evolving standards and trends in the field of human resources
- Partner with CFO and General Counsel to review and revise Washington Performing Arts employee handbook and statement of employee benefits; develop and implement new HR policies and forms as needed
- Liaise with CFO and General Counsel on human resource matters that arise
- Manage bi-monthly employee payroll for Washington Performing Arts staff ensuring the proper recording of employee time, leave tracking and employee payment

Essential Duty #2: Office Administration Management and Information Technology

Percentage: 30%

- Manage relationships with office property manager and building security access, office cooling/heating and safety, maintain the office condition and arrange necessary repairs
- Act as liaison to the IT contractor; maintain office IT equipment inventory list and periodically identify and assess staff's IT needs for existing and forthcoming software and systems (e.g. Project Management, DAMS, as planned in coordination with the Management Team and staff)
- Partner with CFO to manage contract and price negotiation with office vendors and service providers (copier, phone/ Internet, postage machine, shredding/ storage)

services, insurance, etc.) Act as the main contact person for these vendors and research services as needed

- Maintain business license for the organization and other governmental licensing
- Manage employee, intern, board, guest access to Washington Performing Arts office suite through Datawatch Systems; manage access to and maintain inventory of office suite and storage area physical keys
- Coordinate office closure with building security; early closure
- Maintain key inventory for office suite and office storage area
- Additional office management duties as assigned

Essential Duty #3: Finance and Accounting Management

Percentage: 10%

- Oversee the on-time payment of personnel and administration expenses
- Oversee preparation of journal entries for bi-monthly payroll and other accounting transactions in partnership with the Part-Time Controller
- Assist CFO and Part Time Controller with annual audit preparation as needed
- Assist with annual budgeting process as requested by CFO

Essential Duty #4: Organizational Insurance and Contract Administration

Percentage: 10%

- Ensure that all administration insurance for Washington Performing Arts is maintained and updated annually (Directors and Officers, General Liability, Worker's Compensation, Sexual Abuse and Molestation, Cyber Insurance, Liquor Liability etc.)
- Conduct annual review of insurance coverage to ensure that Washington Performing Arts has adequate administration insurance in all areas.

Supervisory Responsibility: N/A

Number of Direct Reports: N/A

Names and Functional Titles of Direct Reports: N/A

Minimum Qualifications:

- Bachelor's Degree in Business Management, Human Resources, Accounting/Finance or related field, or equivalent directly related experience
- 2-5 years minimum experience in business related field
- Outstanding organizational and multi-tasking skills, with proven track record of meeting deadlines
- Proven track record of successful project and process management
- Ability to attend and work major organizational events (i.e. annual gala, concerts)

Essential Capabilities & Preferences

- Current SHRM or related Certification desirable
- Non-profit experience highly desirable
- Arts management experience highly desirable
- Excellent written and verbal communication skills
- Interest in the arts and experience working within a creative environment, is desirable

- Advanced knowledge of Microsoft Office Suite programs, Google Suite or other business applications

Specific Conditions of Work

- Report to Washington Performing Arts offices, located in Washington, D.C., for in-person, work no fewer than two days each work week
- General office environment
- Ability to lift up to 20 lbs