

Position Title: Operations Manager
Status: Part-time 25-30
Reports to: Executive Director
Supervisory: None

Overview

The Operations Manager is responsible for implementing and maintaining the processes that the organization uses. This includes software and programs that WVAC uses to function every day, project management and/or oversight, record keeping, data management, invoicing, reporting, calendar maintenance, and inquiry follow-up. The Operations Manager works closely with the Executive Director in the development of operational and business strategies, supporting the organizational vision and process ideals.

This role is stationed at the Arts HQ Gallery in Surprise, AZ approximately 3-4 days a week. Remote hours are available but not always guaranteed.

Responsibilities and Duties

Operations/Administrative:

- Responsible for the production, procurement, and planning of daily operations
- Serve as point of contact for organizational resources and information
- Provides direct support to personnel, technicians, and consultants regarding customer escalations, technical questions and support, and standard operating procedures.
- Manage organization-wide applications and hardware by serving as the helpdesk.
- Improve operational management systems and processes and provides training for new initiatives and technology launches
- Provide reasonable administrative and clerical assistance to directors, BOD, and staff.
- Assist in writing or wordsmithing and editing of documents, manuals, presentations, contracts, and correspondence.
- Provide assistance with creation of contracts and agreements.
- Managing internal assets of the company such as equipment, materials and supplies

Records Management:

- Oversee records and content management of all digital systems, shared Google drives, and physical filing systems.
- Manage donor and stakeholder contact records in Salesforce.
- Assist Executive Director and Development administrator with donor, grants, sponsorship tracking and compiling reports.
- Maintain development records and data in Salesforce and Grants drive.
- Track donations and send donation receipts and acknowledgement letters to donors and sponsors.

Finance/Accounting:

- Assist Payroll in processing biweekly payroll (payroll reports, approvals, and PTO requests)
- Assist Finance team with tax filing and preparing for yearly financial reviews/audits.
- Assist Finance team with accounting documentation and accounts reconciliation.
- Assist Finance team with compiling and sending monthly banking, ACF, and investment statements
- Prepare and make weekly (whenever applicable) deposits to the bank.
- Assist staff with mileage, travel, and expense reimbursements.
- Process Artist purchase orders for payment for retail and exhibit art sales
- Research and resolve vendor or artist payment issues.
- Budget tracking assistance for programs and ad-hoc events/ projects/ grants

Human Resources:

- Manage recruitment process of staff and interns – job posting, applicant tracking, scheduling interviews, corresponding with applicants.
- Manage new hire process (pre-onboarding) while complying to federal and state regulations
- Provide new employee onboarding, including orientation and training on office equipment, software, and WVAC's policies and procedures.
- Manage personnel related records, forms, and documentation
- Act as the HR Generalist for staff

Internship Program:

- Assist the Executive Director with assessing organizational needs for interns.
- Act as advocate and point of contact for resources, schedule changes, and scheduling one-to-one with a career related mentor, if not the supervisor.
- Assist supervisor with intern's progress: evaluations and compliance with internship objectives
- Track internship timesheets
- Develop internship program evaluation surveys and compile data for analysis

Knowledge, Skills, & Abilities

- Must be an energetic professional who is comfortable wearing multiple hats.
- Must be highly organized, detail-oriented, and self-motivated in order to prioritize a wide range of administrative and executive support related responsibilities in a deadline-driven, sometimes fast-paced and changing environment.
- Adept with learning and using technology (computers, office equipment, databases, software).
- Excellent English communication skills, oral and written.
- Knowledge of best practices in office operations and management, including human relations and records management.
- Adept at creative problem-solving, anticipating and resolving issues quickly.
- Ability to take initiative and make decisions independently when necessary or required.
- Familiar with rules and regulations pertaining to non-profit organizations.

- Proficiency in using Google Suite, QuickBooks, Adobe Acrobat DC, Salesforce, DocuSign, Dashlane or similar software.
- Experience in basic accounting functions (accounts payable, accounts receivable, payroll, purchasing).
- Must possess a valid Arizona Driver's License.
- Able to work independently with little supervision.
- Ability to safely lift 30 lbs. and sit for long periods of time.

Requirements / Qualifications

Minimum Education:

Bachelor's degree in Business, Administration, Project Management, or related field.

Minimum Experience:

Two to three years in operations, administration, project management, office management, bookkeeping, or records management.

OR

An equivalent combination of education, knowledge, and experience.

Preferred Qualifications:

Experience working with arts and/or non-profit organizations.

How to Apply:

Must submit resume and letter of interest to info@westvalleyarts.org with the subject line "Social Media Coordinator"

No calls please. Position will remain open until filled.