



*Affiliated with the national  
Young Audiences Arts for Learning network*

## **Job Posting: Director of Operations**

Posted 4/19/23

Arts for Learning Connecticut ([www.aflct.org](http://www.aflct.org)) is seeking an experienced professional to join our team as the new Director of Operations! This job posting is designed to share all necessary information for interested applicants, and contains three sections: **Job Description**, **Organization Description**, and **Next Steps**.

### **I. JOB DESCRIPTION**

Job Title: Director of Operations

Reports to: Executive Director

#### Job Summary

AFLCT's Director of Operations is responsible for designing, developing, and supporting the implementation of efficient and effective systems and processes across programmatic and organizational functions. The Director of Operations will take primary responsibility for successful programmatic operations (including marketing, contracting and sales, database management, payments, and record-keeping) and manage relevant staff. They will work closely with the Executive Director in supporting organizational operations (including development, finance, strategic and annual planning and reporting, and human resources). As a senior organizational leader, the Director of Operations will help lead and sustain a metric-driven culture where data is used to monitor success and drive decisions to optimize operations.

#### Responsibilities

- Design and implement systems to ensure efficient programmatic and organizational operations
  - Review, refine, and ensure successful implementation of programmatic processes including: earned revenue program, contributed revenue program, all responsive programs, and the Higher Order Thinking (HOT) Schools program
  - Review, refine, and ensure successful implementation of organizational business processes including: marketing, contracting, accounts receivable, contractor payments, bookkeeping, payroll, and general compliance
- Direct AFLCT's Customer Relationship Management system
  - Manage AFLCT's Salesforce database and ensure the organization is best utilizing the tool in the context of the organization and the national Young Audiences Arts for Learning network
  - Ensure successful program contracting with clients and Teaching Artists through direct implementation and coordination with staff and contractors

- Support the Executive Director in transitioning development operations (for foundation, corporate, government, and individual giving) into the integrated CRM; help manage the new system that is created
- Track and report on key organizational metrics
  - Work with Executive Director and staff to identify key metrics related to programming, finance, and operations
  - Develop and implement processes to track these metrics
  - Report on these metrics throughout the fiscal year
- Manage website and its integrations with other organizational functions
  - Ensure [www.aflect.org](http://www.aflect.org) and its related directories effectively serve the organization and its goals
  - Manage the update process for information across the website, including Teaching Artist information and offerings
  - Build systems for effectively integrating the website with organizational functions, specifically the sales and contracting process
- Manage program operations staff and relationships with key stakeholders
  - Work with Executive Director to design, recruit, and manage the staff required for successful program operations
  - Manage relationships with key external stakeholders supporting AFLCT operations, including: Young Audiences Arts for Learning, Clientside, Bytes, Soapbox, New England Payroll Services

### Skills and Experience

- Design, implementation, and administration of non-profit programmatic systems, including (but not limited to): scheduling, contracting, research and evaluation
- Design, implementation, and administration of operational systems, including (but not limited to): marketing and outreach, independent contractor management, staff management, development, general compliance
- Management and analysis of qualitative and quantitative business operations data
- Working with senior management to develop and implement strategic operational plans based on data collected and long-term organizational goals
- Website management, including front-facing user experience and back-end information coordination
- Managing staff as direct reports and working with senior management to support organizational leadership
- Collaborating and coordinating with external entities on shared projects and shared systems
- Fluency with Salesforce, including: ongoing management, custom system improvements, and reporting
- Fluency with Google Suite tools
- A deep appreciation of the arts and culture
- Experience with a collaborative work environment, working both remotely and on-location

### Classification, Salary and Benefits

The Director of Operations is a full-time, exempt position.

The salary range for this position is \$70,000 - \$85,000.

The Director of Operations will generally maintain the office hours of 9:00 AM - 5:00 PM, working in the office or remotely, as necessary.

The Director of Operations will receive a SIMPLE IRA with a 2.5% contribution from the organization; the IRA will be managed through Vanguard. The organization maintains a Flexible Vacation Policy; details available in the AFLCT Employee Handbook.

## II. ORGANIZATION DESCRIPTION

The mission of Arts for Learning Connecticut (AFLCT) is to inspire young people and expand their learning through the arts. Our office is located in Hamden, CT.

Founded over 40 years ago as an affiliate of Young Audiences, AFLCT has remained a leading provider of arts in education programs in the state. Our staff of five and roster of 70+ Teaching Artists serve 100,000+ PK-12 students in over 60% of CT towns annually. We work primarily in schools—and also in community centers, libraries, and other civic institutions—offering performances, workshops, residencies, and professional development. Our work spans the creative spectrum—from spoken word and contemporary visual art to classical Kathak dance and improvisational theatre. Our diverse roster of Teaching Artists (with respect to race, ethnicity, gender, and sexuality) is reflective of the students we serve, half of whom are people of color, and half of whom qualify for Free or Reduced Price Lunch.

## III. NEXT STEPS

Interested applicants should send a *resume* and *cover letter* to AFLCT Executive Director John-Michael Parker at [jmparker@afclt.org](mailto:jmparker@afclt.org). In the cover letter, please be sure to describe your relevant skills and experiences, your appreciation of the arts and culture, and why you believe you're the right fit for this position! **We will interview qualified applicants in the coming weeks, and seek to begin employment with the new Director of Operations on or after July 1, 2023.**

AFLCT is committed to cultivating an inclusive space that affirms and celebrates the backgrounds, learned and lived expertise, whole identities, and individual perspectives of our staff. We are committed to the diversity of our staff as it pertains to race, color, ethnicity, class, sex, marital or parental status, gender identity or expression, sexual orientation, size, disability, religion, and/or national origin. AFLCT is an equal opportunity employer.