



47 Phila Street | P.O. Box 245
Saratoga Springs, NY 12866

Caffè Lena, Inc.

Position Description: DIRECTOR OF OPERATIONS

General Statement of Duties and Responsibilities

This is a full-time, salaried position that works closely with the Executive Director in a non-profit performing arts venue to maximize efficiency and quality of workflow across all areas of operation. The right candidate will embrace the mission and vision of Caffè Lena and will create, implement and maintain the systems to bring about success. We are seeking a candidate with prior experience in the nonprofit sector, and we prefer that they are engaged with the arts as a consumer or creator.

Essential Duties and Responsibilities

OPERATIONS:

- **Oversee and ensure proper and secure functioning of all systems that support the activities of Caffè Lena, including:**
 - **Physical plant**—supervise contracts and scheduled maintenance related to our building and its HVAC and security systems. Arrange and oversee repairs as needed.
 - **Audio-visual equipment**—supervise contracts and scheduled maintenance related to our concert and broadcast systems.
 - **Information Technology**—supervise contracts and scheduled maintenance to ensure security of all computers used by staff as well as the services we use to manage data and communications, including Mailchimp, Salesforce and QuickBooks.
- **Office Management** – Maintain systems of communication among staff, and use of the office spaces, to maximize productivity and workplace satisfaction.
- **Human Resources** – Report payroll bi-weekly. Ensure compliance with NYS labor laws. Manage annual insurance renewals and administer employee benefits.

FINANCE:

- **Maximize the organization's financial resources through cost-controls and identification of new revenue streams.**
- **Monitor annual budget. Coordinate audit activities.**
- **Work with bookkeeper to manage accounts receivable and accounts payable**
- **Work with Executive Director and Fundraising Committee to fulfill planned schedule for fundraising. This includes:**
 - **Production of weekly Membership solicitations and thank you letters.**
 - **Production of Annual Fund Campaign.**
 - **Management of existing grants and existing relationships with foundations, especially ensuring compliance with all grant requirements, and production of all required reports.**
 - **Maintenance of prospect portfolio.**

Other Duties and Responsibilities

- Answer phone. Deliver messages to appropriate staff members.
- Assist in-person office visitors and volunteers.
- Attend concerts on a regular basis to be part of the public face of the organization and become familiar with the community we serve.
- Accompany Executive Director on external meetings and events as requested.
- Must have access to a cell phone, computer, car and valid driver's license.
- Participation in weekly staff meetings.
- Other duties as assigned.

Requirements & Qualifications

Required

- A passion for music and community service
- Proficient with technology. Familiar with or capable of quickly learning QuickBooks, Excel and Salesforce and other platforms.
Strong problem solving, research, and analytical skills
- Self-motivated and self-confident, with great attention to detail
- Warm personality with strong desire to build and maintain productive, positive relationships with co-workers, volunteers, community partners and funders
- Exceptional written and oral communication skills.
- Flexibility to work some evenings and weekends

Preferred

- Previous professional experience managing a budget in excess of \$1,000,000, supervising staff, and managing a complex office environment in the nonprofit sector.
- Familiarity with the Capital Region's key nonprofits, arts sector, and main philanthropic entities, and a commitment to the health and vitality of Saratoga Springs.

Physical/Environmental Requirements

Physical effort and dexterity: this position will be required to occasionally lift and carry up to 20 pounds. Some stooping and kneeling will be necessary. Requires use of office equipment, such as computer, phone and copier.

Visual acuity hearing and speaking: The Director of Finance and Operations must have be able to communicate effectively via text and speech.

Environment and scheduling: 15% of the job is spent standing and walking and 85% is spent sitting.

Candidates whose disability makes them unable to perform a non-essential job function will still be considered fully qualified for the position if they can perform the essential functions with reasonable accommodations.

Hours and Compensation

Schedule is negotiable, but it is expected that a regular commitment of 40 - 45 hours per week would be necessary for success. Some evening and weekend hours will be required. Salary \$50-58K depending on experience; health insurance, 403B plan and vacation benefits are provided.