

Position Description



Position: Operations Director & Business Manager

Reports to: Executive Director

About the Center:

The Clark Center for the Performing Arts' mission is to inspire, entertain, and educate our community through the power of cultural and performing arts.

It does this through operation of a regional performing arts center opened in 2002 that includes the 620-seat Forbes Hall and smaller black box Studio Theater, and programs that include Center presentations of touring artists, a facility rental program that makes the Center available for community use, rotating lobby exhibitions highlighting the work of local visual artists, a performing arts scholarship program for graduating high school seniors, and an Arts-in-Education program with school-time matinees that provide opportunities for K-12 students to experience the magic of live performance. The Center is the performance home for many local school music, dance and theater programs, and also produces the annual Stone Soup Music Festival and Street Fair in Grover Beach each summer.

With funds raised by the community, the Clark Center for the Performing Arts facility was built in partnership with the Lucia Mar Unified School District (which owns the building) and is managed by a 501(c)(3) nonprofit with ongoing support from the community. In 2027, the Center will celebrate its 25th Anniversary.

Position Summary:

The Operations Director & Business Manager plays a vital leadership role in fulfilling the Clark Center's mission by overseeing the Center's core daily operations and business support functions. Reporting directly to and working closely with the Executive Director, this position strives to continuously improve the Center's standards of service and operational excellence and serves as a resource to department heads, assuming significant responsibility for determining financial and operational priorities and objectives; developing strategies, policies and procedures; directing human, financial and physical resources; and overseeing IT systems infrastructure for the Clark Center to achieve programmatic and strategic long-term goals. The position provides leadership in efficient use of resources and ensures that all activities follow appropriate financial policies and procedures. The ideal candidate is a dynamic, detail-oriented professional with a passion for the performing arts and a demonstrated track record in operations and business and/or financial management.

Upcoming projects for which the Operations Director & Business Manager is expected to play a lead role include selection and implementation of a venue management system; exploration, selection, implementation and transition to a more robust ticketing and donor CRM system; and integration of these with accounting.

Duties:

Operational Leadership

Oversee and coordinate core daily operations and business support functions of the Clark Center, including Box Office, Accounting and Information Technology.

Serve as a resource to directors and department heads, advising on operational and technology driven strategies to achieve goals.

Serve as operational liaison to / account manager for Clark Center Information Technology Service providers including patron & donor ticketing/CRM system; accounting system; venue management system; mass email provider; website CMS host; website domain registrations; point-of-sales system for retail operations; VoIP phone system; and managed IT services for office, network, cloud services, software and cybersecurity.

Provide direction, oversight, management and hands-on support for all information technology systems, infrastructure, and operations within the Center, serving as the primary on-site IT resource.

Oversee Clark Center's PCI (Payment Card Industry) compliance program and reporting, administering business processes to ensure PCI compliance, data integrity, and reporting capabilities.

Work closely with the Executive Director and Lucia Mar Unified School District on facilities and space-related management and planning, both short-term and long-term. Serve as operational liaison to School District facilities and maintenance.

Ensure that facilities are safe, properly maintained and secure, and that user needs are met.

Ensure smooth operations in support of all events at the Clark Center.

Ancillary functions include oversight and compliance for Clark Center as required by School District Policy and State and Federal law for ADA coordination, hazard communications, emergency plans, environmental health and safety and other OSHA and Cal OSHA requirements, workers compensation, injury/incident reporting, injury and illness prevention program, emergency operations program & emergency evacuation plan, and worksite specific safety plan training.

Serve as operational lead for planning and executing Stone Soup Music Festival.

In the absence of a department head, assumes or redistributes responsibilities until the position can be filled. May fulfill duties of Executive Director in their absence.

Business Leadership

Oversee and coordinate business functions and systems of the Clark Center for the Performing Arts.

Manage the fiscal affairs of the Clark Center as a whole, including the annual budget process, financial reporting and projections, quarterly financial reviews with department heads, and annual reporting. Assist with establishing fiscal priorities and metrics.

Support all departments with regard to budget, financial reporting, accounts payable, purchasing, contracts, human resources, IT, space, and facility's needs.

Supervise accounting staff. Direct and oversee financial functions of the Clark Center for the Performing Arts, including ticket office deposits, accounts payable, accounts receivable, payroll, and complex taxation law navigation and payments.

Manage a system of internal financial controls to meet the objectives of effective and efficient operations, reliable financial reporting, safeguarding of resources against waste, loss and misuse; and compliance with applicable laws, regulations and internal policies and procedures.

Assure implementation of internal controls and, where possible, proper segregation of duties. Assure compliance with purchasing policies and proper training of all staff granted purchasing privileges.

Manage policies and procedures to ensure adherence to policies, compliance with Federal regulations, State law and auditability of all financial transactions.

Assure timely and accurate preparation of financial reports for departments, Executive Director and Board.

Assist the Executive Director in developing and implementing a comprehensive fiscal plan and budget planning process.

Plan and direct analysis of resource demand, utilization and management, and advise the Executive Director on budgetary policy as it affects the organization and its operations.

Develop and improve departmental business systems that will provide timely and accurate income and expense data, streamline procedures, and create best business practices.

Identify and target areas for new developments to increase efficiency and productivity; work to develop systems and processes to improve and enhance accounting and financial reporting.

As requested by the Executive Director, prepare strategy and resource materials (financial documents, etc.) for presentation.

Prepare for and serve as the primary contact with independent Auditors conducting reviews of the Center's businesses financial matters. Serve as the point person for assuring that any areas for improvement identified in an audit are properly addressed in a timely manner. Oversee preparation of annual filings.

Provide full range of human resources and personnel management for Clark Center. Assure that existing Human Resource policies and procedures are complete and compliant with applicable legal requirements. Responsible for position management, reclassification and equity, recruiting, performance evaluation oversight, payroll, timekeeping, professional development, employee engagement, training, disciplinary actions and general personnel management for Clark Center. Develops and implements policy, procedures and systems for overtime management, professional development requests, and recognition. Serves as Clark Center expert on labor law. Should the Center contract with a Professional Employment Organization (PEO) or HR services provider, serve as liaison to this firm to support Human Resources and Payroll.

Strategic & Other Administrative Support

Advise the Executive Director on strategic, administrative, operational, technology, and personnel management issues.

Collaborate with the Executive Director to develop, implement, and maintain a comprehensive fiscal plan and operating budget, including technology investments aligned with organizational priorities.

Participate in the development and execution of long-term strategic plans.

Assist in policy development, operational procedures, and performance evaluation standards.

Team Management

Partner with the CEO on all personnel matters, including recruitment, hiring, training, evaluations, renewals/terminations, and merit recommendations.

Support staff to ensure daily operational and technology efficiency across departments.

Foster a culture of teamwork, collaboration, and professional growth across all departments.

General Duties

Participate in ongoing professional development and self-directed learning as provided by the Clark Center, including training in emerging technologies.

Support all co-workers and treat them with dignity and respect.

Be able to think and act quickly and efficiently in emergencies, including responding to urgent technology or system failures.

Present a positive view of Clark Center to the community.

Comply with all Clark Center policies and procedures, including but not limited to workplace safety, reporting work-related injuries, infection control, and preventing potential safety risks for staff, clients, and others.

Management, at its discretion, may assign additional responsibilities, including new technology initiatives or system-related projects.

General Qualifications & Experience:

Education: Bachelor's degree in business, accounting, information technology or other related area, OR equivalent experience and/or training. Advance certification/degree/training such as IAVM CVP or CVE, CMA, CPA, MBA, MPA or MFA (in Theater Management or Arts Administration) desirable.

Four years of experience managing the operations of a complex, multi-faceted and deadline-driven organization.

Four years of managing personnel, IT infrastructure and physical resources.

Knowledge of and experience in human resource management desirable.

Experience in strategic and operational planning, budgeting, and revenue generation.

Skills, Knowledge & Ability (Operations)

Excellent interpersonal communication, negotiation and writing skills to build and maintain cooperative, effective relationships with artists and their management teams, facility users, patrons, staff, board, volunteers, school district and community leaders.

Excellent organizational skills; demonstrated ability to work on projects with competing deadlines and to independently establish goals and workload priorities; flexibility in working with people and competing demands. Clear organizational and time management focus.

Proficient at applying various software programs (word processing, spreadsheets, databases, accounting, customer relationship management, website content management) to accomplish assignments; ability to learn new software as necessary.

Demonstrated excellent writing skills and experience in preparing reports, proposals, protocols, correspondence, policies and procedures, and other projects; ability to edit copy for correct grammar, spelling and punctuation

Demonstrated high-level of responsiveness and attentiveness within a complex organization and in working with artists, clients, patrons and staff.

Ability to contribute to a diverse workplace through ideas or experience.

Ability to work independently and as part of a team.

Ability to learn and to interpret personnel, budgetary and business practices and procedures.

Demonstrated strength in strategic planning and experience in creation of operating plans and adherence to implementation timeliness.

Skill in public speaking and working in-group settings to convey information and mediate differences.

Ability to interact diplomatically with people of varied backgrounds.

Demonstrated skill in working on a team to motivate others toward a common goal.

Demonstrated effective management and leadership abilities in a supporting role.

Ability to establish and maintain priorities, performing efficiently while coping with a fluctuating workload, competing requirements and frequent interruptions.

Skill in providing focus and direction when confronted with divergent and contrary opinions.

Ability to interact with individuals of various artistic and administrative background in a professional manner.

Skill in managing and supervising a team of professionals including organization of workflow to accomplish established activities, delegating responsibility, training employees, evaluating subordinates and taking corrective actions as required.

Skill in working independently and following through on assignments.

Skill in setting priorities that accurately reflect the relative importance of job responsibilities.

A proven track record of creative business skills, leadership skills, innovative problem solving and entrepreneurialism.

Ability to stay current with California labor law, policies and practices; ability to assimilate and practice Human Resources policies and practices.

Skills, Knowledge & Ability (Business/Financial)

Knowledge of accounting software packages.

Knowledge of standard accounting principles and practices.

Strong analytical skills with proven ability to research and interpret data, write cogent and persuasive reports, and present analyses both orally and in writing.

Demonstrated experience in financial management; e.g., allocating resources, preparing budgets, analyzing financials, developing rates and projecting revenues and expenses.

Skill in financial planning, budgeting skills and strong aptitude for statistical and budgetary analysis.

Demonstrated knowledge of the principles, practices and trends of effective management.

Proven leadership and decision-making skills; ability to organize problem-solving sessions and guide others toward effective solutions.

Strong organizational skills to effectively develop, implement and coordinate long-range goals and objectives.

An understanding and appreciation for organizational and interpersonal dynamics with the ability to perceive conflict in business settings and the skill to develop strategies to manage it.

Excellent interpersonal and communication skills with the ability to express ideas clearly and concisely.

Demonstrated supervisory and leadership skills and experience to effectively recruit, train and manage personnel.

Demonstrated experience in human resource management and understanding of policies, practices and liabilities.

Salary

This is an Exempt position with a base pay of \$75,000/yr

Annual Benefits include: 8 Paid Holidays, 10 Days of Paid Vacation, 9 Sick/Personal Days, Allocation toward medical benefits, CalSavers option for retirement.

To Apply:

Send a cover letter outlining your interest and suitability for the position together with a current resume and list of 5 references to:

By Email: Employment@clarkcenter.org

Subject: Operations Director/Business Manager Position