

Job Title: Director of Administration & Operations, Contemporary Arts Center

Reports To: Executive Director

Position Status: Full-Time, exempt

Location: Cincinnati, OH

Compensation: \$60,000 - \$65,000 annual salary, competitive package of health benefits and PTO

ABOUT THE CONTEMPORARY ARTS CENTER:

MISSION STATEMENT: The Contemporary Arts Center (CAC) brings art and the creative process to all people through exhibitions, performances, and experiences that open minds.

CAC BACKGROUND: The CAC was founded in 1939 by three women with their eyes on the future. Today, our purpose is to champion open minds and foster an inclusive culture by using contemporary art and mutual learning as vehicles for connecting people, cultivating creativity, and catalyzing curiosity.

The CAC currently operates on a ~\$4M annual operating budget and offers 4 - 5 significant exhibitions per year, including group and solo exhibitions originated by CAC curator(s), guest curators, and partners, as well as a robust education program. It is the oldest non-collecting contemporary art center in the country and one of the largest, owning an 80,000 sq. ft. building with approximately 22,000 sq. ft. devoted to exhibition and performance space. The CAC is poised to continue its 85-year legacy of being the premier venue for contemporary art in the greater Cincinnati region with new executive leadership in place, a completed \$5M+ renovation of its educational facility, and a new strategic plan that will serve as its programmatic and operational blueprint for the next 5 years.

LOCATION: The CAC is located in an architectural gem in the heart of downtown Cincinnati, designed by Iraqi-British architect Zaha Hadid. The Lois and Richard Rosenthal Center for Contemporary Art was heralded by *The New York Times* as "the most important American building to be completed since the end of the cold war" and was lauded for its community-centric approach to the design process.¹

POSITION DESCRIPTION: Please refer to pages 3 - 5 for the full job description.

¹ Herbert Muschamp, *The New York Times*, June 2003.

CANDIDATE PROFILE: Occupying a critical position within CAC, the Director of Administration & Operations is expected to be a thought leader regarding organizational matters, including developing and managing operations, policies, and procedures. The ideal candidate will have the tactful interpersonal skills to help lead internal systems that nurture workplace culture during a time of transformational change. They will also have the professional capabilities to position the CAC so that it can reach its earned revenue goals and boost awareness of the institution. They will be motivated by supporting a culture of collaboration among staff, board, community partners, vendors, and other groups who interact with the CAC.

At the CAC, we believe in nurturing talent and investing in our people; we encourage intrepid individuals with big ideas to apply, even if it seems you do not have extensive experience.

SALARY, BENEFITS, AND PROFESSIONAL DEVELOPMENT: If the ideal candidate does not have SHRM or HCRI Certification, the CAC will support their training. This FT position takes place via hybrid work arrangement for the foreseeable future. FT staff work on-site Wednesday - Friday and off-site Mondays and Tuesdays as responsibilities allow. The annual salary range is \$60,000 - \$65,000 and benefits include medical, vision, dental, and paid parental leave; access to retirement savings; generous vacation time, sick/personal days, and paid holidays; and access to professional development opportunities, employee assistance program, CAC membership, and CAC Museum Shop and Cafe employee discounts.

TO APPLY: Interested candidates are asked to provide a single .pdf file including a letter of interest that outlines key competencies, previous experience with earned revenue initiatives, and any pertinent work with building internal workplace culture (2 pages max); and resume including work experience (2 pages max), to hiring manager Aly Laughlin, Human Resources Director, at alaughlin@cincycac.org. Include "Application: Director of Administration & Operations" in the subject line of your email.

After applications are reviewed, selected applicants will be contacted for interviews. References will be requested and contacted only during the final interview stage and the identities of applicants will be held in the strictest of confidence. Ideally, the start date is late spring/early summer 2024.

RECRUITMENT & HIRING: The CAC is an Equal Opportunity Employer (EOE) where all applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, Veteran, or disability status.

THE CONTEMPORARY ARTS CENTER, CINCINNATI DIRECTOR OF ADMINISTRATION & OPERATIONS JOB DESCRIPTION

POSITION SUMMARY:

The Director of Administration & Operations coordinates a broad range of activities related to institutional planning and resource management for the CAC, specifically in the areas of Administration, Human Resources, and Earned Revenue. They support the Executive Director in ensuring long-term financial stability and promoting a highly functional, collaborative, and dynamic museum team.

The Director of Administration & Operations encourages and models interdepartmental communication and actively identifies and increases efficiencies within museum workflow on a continual basis. They are an HR Generalist with a keen eye on the CAC's IDEA (Inclusion, Diversity, Equity, and Accessibility) strategy, serving as the main point of contact for all CAC employees, fostering an inclusive environment where everyone feels welcomed and valued.

DUTIES & RESPONSIBILITIES:

Operations & Earned Revenue

- Policies & procedures:
 - Develops and oversees the successful implementation of risk management, legal, business insurance, and information technology activities, policies, and procedures.
 - Recommends and oversees the implementation of information systems to improve CAC's operations and to provide for successful integration of museum-wide activities.
- Maximizes streams of earned revenue including ticket sales, facility rentals, and café and retail operations, as well as new business opportunities:
 - Builds partnerships that will help the CAC diversify its revenue streams to create a better balance between the contributed revenue raised by our Development staff within the External Affairs department and earned revenue led by this role.
 - Grows earned revenue from the current 4% of total budget to 15% of total budget over the upcoming 4 fiscal years (September 1 - August 31 annually).
 - Helps right-size the use and monetization of the CAC's facility to meet its mission, position, and programmatic ambitions.
 - Works collaboratively with Director of Interpretation and Visitor Experience to maximize retail operations and front desk donations.
- Ensures visitor and digital media analytics inform tactics aligned with overall strategic impact goals.

Human Resources

- Ensures compliance with all employment laws, acts, and regulations including Federal, State, Local, OSHA, ADA, etc.
- Administering Employee Records & Payroll:
 - Responsible for all payroll data entry and updates including but not limited to new employee setup, exiting employee checklists, personal information changes, benefits, and other payroll deductions.
 - Completes bi-weekly payroll reconciliation and reporting with utmost precision, completeness, and conformance.
 - Retains PTO records for all employees of sick time, vacation time, and personal time.
 - Oversees all active benefit plans and COBRA including health, dental, vision, HSA, FSA, life insurance, 403B retirement plans, EAP, etc.
 - Maintains accurate personnel records, organizational charts, and job descriptions.

- Responds to all unemployment claims in accordance with the Department Job and Family Services.
- Addresses all workers' compensation claims in accordance with the Bureau of Workers' Compensation.
- Responds to claims of conflict including harassment, retaliation, etc. and provides employee counseling and conflict resolution whenever practical and possible.
- Keeps up with regulatory changes and provides training as needed.
- Acquires new talent in an open and inclusive manner.
- Maintains proper hiring and firing processes.
- Oversees the Internship and Fellowship programs.
- Serves as Co-Leader of the IDEA Team and assists in the implementation of the IDEA Plan.
- Coordinates, schedules, and keeps accurate records of all Staff, Department Head, Human Resources meetings.
- Stewards excellent relationships with the Board of Trustees, Executive Committee, and Human Resources Council.
- Handles highly sensitive and confidential matters and information with utmost discretion.
- Helps with other special projects as needed.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises 2 employees: 1 IT Manager and 1 Rentals & Events Manager.
- Serves as staff liaison to the Human Resources Council.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

ALL OF THESE DUTIES ARE TO BE DONE WITH OVERALL CAC BUSINESS IN MIND. THE PERSON IN THIS POSITION WILL BE CONSCIOUS OF OTHER CAC PROGRAMS, EXHIBITION NEEDS, AND CAC POLICY AND PROCEDURES.

COMPETENCIES:

- Project Management—Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget.
- Oral & Written Communication—Speaks clearly and persuasively in positive or negative situations; presents numerical data effectively; listens and gets clarification; responds well to questions; demonstrates presentation skills; participates in meetings; able to read and interpret written information.
- Conflict Resolution—Effectively mediates conflicts and utilizes active listening skills to understand underlying issues and concerns. Facilitates constructive dialogue and negotiates resolutions. Maintains confidentiality and impartiality while addressing sensitive issues.
- Policies and Procedures Management— Aligns HR policies and procedures with the organization's goals and values. Ensures adherence to HR policies and procedures, providing guidance and clarification as needed.
- Diversity—Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment.
- Strategic Thinking—Develops strategies to achieve organizational goals; understands organization's strengths & challenges; analyzes field and competition; identifies external opportunities; adapts strategy to changing conditions.

- Innovation—Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.

QUALIFICATIONS:

- Minimum of 5+ years' experience in Human Resources.
- SHRM or HCRI Certification preferred.
- Familiarity with HRM and payroll software such as Paycor.
- Proficiency with word processing and other computer software (such as Microsoft Word, Excel, Outlook, PowerPoint, Adobe Acrobat).
- Ability to always maintain confidentiality.
- Highly organized, detailed, and accurate approach to all projects.
- Proficiency in following policies and procedures, both internally and externally.
- Capacity to work both independently and collaboratively.
- Ability to work under deadlines and successfully handle several projects at once.
- Values diversity and inclusion.
- Bachelor's degree preferred.
- Non-profit experience desirable.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

- The person in this position needs to occasionally move about outside and inside the office to attend meetings with others, access files, office machinery, etc.
- Must be able to remain in a stationary position 50% of the time.
- Operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Able to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Able to observe details at close range (within a few feet of the observer).
- Sometimes work in outdoor weather conditions.
- Occasionally move and transport boxes and other items weighing up to 25 pounds for various needs.