

Miners Foundry Cultural Center

Operations Manager

Miners Foundry Cultural Center provides a charming historic space for community members to gather and enjoy cultural activities and social events. We strive to provide extraordinary experiences for our clients, patrons, and guests. Your efforts support the preservation and improvement of this magical venue.

Classification	Full Time 30-40 Hours per Week
FLSA Status	Non-Exempt Hourly
Reports to	Executive Director
Compensation	\$28-\$31 per Hour

The Operations Manager is responsible for planning and overseeing the day-to-day operations of the organization. Performs tasks related to facility management, bar management, event production, health & safety, human resources, and administration. Works closely with the Assistant Director to ensure the Foundry operates efficiently, follows best practices, and complies with legal requirements. Supports Foundry staff by ensuring they have the necessary resources and training to do their best work and fulfill the Foundry's mission. Candidates must be ready to contribute to a multicultural work environment that values equity and inclusion. This position is on the management team.

Hours and Location:

- Office Hours: Monday-Friday, except when scheduled for an upcoming weekend event.
- Evenings and weekends to accommodate Foundry events or business needs.
- Eligible for Telework as described in the Personnel Policy manual.

Duties & Expectations:

Facility Oversight/Management

- Supervise and oversee facilities staff to ensure they effectively perform their duties and meet position expectations, maintaining cleanliness, organization, and efficient functionality of facilities and grounds for client events and community activities. Ensure adherence to health and safety regulations, legislative compliance, and foster positive interactions with clients and community members.
- Oversee facility maintenance and repairs: Communicate and collaborate with facility staff, contractors, and vendors to coordinate facility and grounds service and maintenance, including upgrades and repairs.
- Maintain a calendar of annual facility tasks.

Miners Foundry Cultural Center

Operations Manager

- Manage contracts, pricing and authorization for rentals items, landscaping, cleaning, alarm, utilities, repairs, etc.
- Serve as the principal point of contact for utilities and local government departments including fire, police, health, and safety

Bar Oversight

- Oversee the Bar Manager to guarantee seamless bar operations for client rentals and Foundry events
- Coordinate with the Bar manager, ensuring sufficient stock at all times, adequate staff coverage, excellent customer service, correct cash management, ongoing and accurate inventory tracking, and compliance with CA Dept of Alcoholic Beverage (ABC) rules and regulations
- In coordination with the Bar Manager, ensure that staff receive required trainings and certifications, including ABC and ServSafe. Document training and track re-certifications so that all staff are current and meet requirements
- In coordination with the Finance Manager, oversee correct cash management procedures.

Event Production

- File applications for permits as needed in a timely manner, including off site liquor licenses and venue rentals
- Schedule security, facility, and event staff, ensuring adequate coverage at all Foundry events
- Coordinate with Executive Director and Assistant Director:
 - Oversight of Security and House at large events (over 300 attendees)
 - Box Office prep: Cash, cash boxes, wristbands, brochures, calculator, signage, etc
 - Oversight of offsite event advance preparations, ensure supplies needed are on hand
- Supervise and direct staff to perform the duties and meet the expectations of their positions, ensuring facility cleanliness and orderliness, advance setup for meetings and events, excellent client service, and proper open and close procedures
- Act as Artist Relations Manager on day of show when Production Manager is absent

Miners Foundry Cultural Center

Operations Manager

Health & Safety

- Establish a safe, healthy and inclusive work environment
- Oversee the ordering and stocking of first aid kits, personal protective equipment, cleaning products, disaster supplies and other necessary supplies.
- Coordinate with the Assistant Director in managing the Foundry's health and safety program, including planning for emergencies during events and evacuation and shelter-in-place needs during a disaster.
- Implement quarterly staff trainings, emergency drills and site inspections. Ensure all staff are trained on Health and Safety procedures, including administration of NARCAN naloxone nasal spray.

Human Resources

- Support a workplace culture that encourages healthy lifestyles and promotes job happiness and overall wellness.
- Recruit, interview, hire, and onboard qualified facility, bar, and event staff by posting open positions and developing and implementing screening criteria and tools; Collect and review required personnel paperwork and documentation before forwarding to HR.
- Consult with the management team and HR to determine staffing needs and requirements and to assess training needs. Evaluate the effectiveness of training programs and provide recommendations for improvements.
- Provide orientation and introductory training to new staff, including communicating job expectations.
- Manage facility and box office staff work schedules, including scheduling, approving time off requests, ensuring coverage, and adding to the calendar; Review and approve supervised staff timesheets.
- Identify needs to create training and development programs to increase employee connection/ engagement, advance competencies/skills, promote leadership, and ensure organizational sustainability.
- Evaluate supervised staff performance by documenting and reporting observations, soliciting feedback from staff, and participating in performance feedback meetings, such as performance reviews and discussions.
- Terminate the employment of staff when necessary according to company guidelines under the direction of the HR department.

Miners Foundry Cultural Center

Operations Manager

- Other duties as assigned that contribute to an environment in which a team can work cooperatively toward common goals.

Administration

- Ensure that the Miners Foundry office is well-maintained, organized, and secure.
- Order, receive, and organize storage of office and other supplies.
- Assist with maintaining the Admin Google calendar.
- Respond to client and event inquiries in a timely manner.
- Manage office equipment. Provide IT support in diagnosing problems with computers, office equipment, security system, ticketing system and Point-of-Sale system, and performing tests on computer equipment and programs.
- Set up and maintain Point of Sale system(s) (currently Clover and Square). Provide supervision and ongoing training to staff to ensure efficient and accurate usage.
- Posts required state and federal employment law posters in a conspicuous location. Updates on an annual basis or more often when required.
- In the absence of the Finance Manager, assist with management of in-house cash bank for Foundry events, including the bar, box office, and cash payments for artists, and ongoing maintenance of the MF House Cash Tracking in Google sheets.

General Responsibilities

- Attend scheduled staff meetings and trainings.
- Participate in professional development through conferences, workshops, seminars, or webinars.
- Organize work by checking and responding to all communications and completing all required documentation and paperwork.
- Notify the Assistant Director/Executive Director of any accidents, injuries, incidents, crises, health and safety issues, potential problems, unusual situations, complaints, challenges, special projects, etc., and write Incident/Accident reports as witnessed or reported.
- Drive personal vehicles to offsite locations, pick up/deliver supplies, and run errands as needed, and drive rental trucks for hauling equipment and supplies for offsite events as needed.

Miners Foundry Cultural Center

Operations Manager

Required Knowledge, Skills, Ability, and Experience:

- Bachelor's degree or equivalent work experience. 3 years minimum of supervisory experience.
- Expertise with Microsoft Office Suite, Google Suite, and a variety of online programs. Working knowledge of Point-of-Sale systems, HoneyBook, Quickbooks, and social media sites.
- Outstanding leadership, relationship-building, and teamwork abilities, with a positive and collaborative attitude, and strong professional presence, with the ability to maintain confidentiality.
- Flexibility and the ability to work independently, manage and prioritize multiple projects, and develop new systems as necessary. Creative thinking and exceptional problem-solving skills.
- Extremely detail-oriented organizational skills, with the ability to establish and maintain record-keeping systems. Excellent written and verbal communication and presentation skills.

Physical Demands and Work Environment:

- Sufficient physical stamina, agility, vision, and hearing to respond effectively in routine and emergency situations.
- Physical stamina and ability to meet the physical requirements necessary to safely and effectively perform the assigned duties, including:
- Sitting at a computer, looking at a screen, and using a keyboard for an extended period of time.
- Vision to read written materials and a computer screen and hearing and speech to communicate in person.
- Lift and carry light to moderately heavy objects - limit 35 lbs.
- While performing the duties of this position, the employee will be exposed to moderate to loud noise.