



## Exciting Operations Manager Opportunity at the Springfield Regional Arts Council

### About Us

At The Springfield Regional Arts Council, we're a community hub where creativity and collaboration flourish. If you're passionate about maintaining exceptional spaces and fostering positive experiences, we invite you to join our dynamic team as the Operations Manager. Your contributions will be vital in creating an environment that nurtures artistic expression and promotes meaningful connections.

### Why Join Us?

- Elevate your career with a pivotal role in a vibrant artistic community.
- Build lasting relationships and inspire creativity through your contributions.
- Embrace ongoing learning and growth opportunities within our dynamic environment.

At the Springfield Regional Arts Council, we believe in the power of community and excellence. If you're ready to take your career to new heights as a Facility Manager, apply now and be part of our journey in shaping extraordinary spaces for artistic expression and collaboration. Your expertise will play a pivotal role in creating an environment that fosters innovation and growth. Join us in redefining the art of facility management!

### Want to apply?

Send a cover letter and a resume to Leslie Forrester, Executive Director via email:

[leslief@springfieldarts.org](mailto:leslief@springfieldarts.org).

### **KEY RESPONSIBILITIES**

- Facility Management:
  - Maintain community spaces between professional cleaning, ensuring impeccable presentation.
  - Engage with tenants, offering top-notch support and addressing their needs promptly.
  - Spearhead set-up and tear down for SRAC events at The Creamery, guaranteeing seamless transitions. Some nights and weekends may be required.
  - Cultivate inviting spaces for rentals.
  - Collaborate with the Exhibition Manager to preserve and enhance our gallery's allure.
- Resource Management:
  - Curate a seamless inventory of facility supplies, anticipating and meeting diverse needs.
  - Maintain a well-stocked environment with essentials like paper products and refreshments.
  - Champion minor maintenance tasks, from light bulb replacements to minor repairs, showcasing your hands-on approach.
- Effective Communication:
  - Foster open channels with our dedicated team, promptly reporting any building concerns to the Executive Director.
  - Act as a pivotal link between The Creamery and the City of Springfield, addressing ongoing maintenance requirements.
- Office Efficiency:
  - Greet patrons warmly and direct inquiries with finesse, enhancing their visit.

- Master the art of calendar coordination, ensuring seamless community room rentals.
- Elevate the First Friday Art Walk experience, adding your touch to one of our flagship programs.
- Oversee equipment checkouts, key management, and supplies, demonstrating your keen organization.
- Collaborative Outreach:
  - Team up with the Marketing Director to craft compelling e-newsletters, press releases, and social media content as needed.
  - Complete weekly and/or monthly mailings for new and renewing members.
  - Transform daily mail into an organized system, ensuring streamlined operations.
  - Contribute to correspondence and special mailings, infusing each communication with your flair.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of office management systems and procedures.
- Knowledge of general facility maintenance, repairs, and cleaning techniques.
- Proficiency in Microsoft Office Suite including Word, Excel, PowerPoint, and Outlook.
- Ability to collaborate with others, enabling you to thrive in a team-oriented environment.
- Ability to relate to officials, staff, and public in a courteous manner.
- Excellent time management skills and ability to multi-task and prioritize work.
- High attention to detail and problem solving skills.
- Excellent verbal and written communications skills.
- Independent worker, thriving even in minimal supervision scenarios.

### **CORE COMPETENCIES**

*Adaptability - Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.*

*Collaboration - Working effectively and cooperatively with others; establishing and maintaining good working relationships.*

*Building Trust – Interacting with others in a way that gives them confidence in one’s intentions and those of the organization.*

*Building Customer Loyalty - Effectively meeting customer needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty.*

*Follow-Up - Monitoring the results of delegations, assignments, or projects, considering the skills, knowledge, and experience of the assigned individual and the characteristics of the assignment or project.*

*Quality Orientation - Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.*

## QUALIFICATIONS

- High school diploma or equivalent (GED) is a must.
- Previous experience in office management or administration is highly desirable.
- Previous facility maintenance experience is a strong plus.

## PHYSICAL CONTEXT AND WORK ENVIRONMENT

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
<b>Seeing:</b> Must be able to see well enough to read documents, see computer screen, and clean/perform maintenance duties.				X
<b>Hearing:</b> Must be able to hear well enough to communicate with the public and staff.				X
<b>Sitting:</b> Must be able to sit for long periods of time.			X	
<b>Standing/Walking:</b> Must be able to move about the work area and at events.			X	
<b>Climbing/Stooping/Kneeling:</b> Must be able to stoop or kneel to pick items up off the floor and climb ladders.		X		
<b>Lifting/Pulling/Pushing:</b> Must be able to lift 25 lbs. with or without reasonable assistance.		X		
<b>Grasping/Feeling:</b> Must be able to type and use electronic devices and handle tools or equipment.				X

## WORKING CONDITIONS

Normal working conditions in an office environment absent extreme factors. Required to move about the facility and use tools to perform facility maintenance functions including cleaning, sweeping, moving furniture, painting, restocking other minor repairs. May be exposed to chemicals, paints or other household cleaning supplies. May be required to work evenings and weekends as required.

*The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.*

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Employee Signature

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Date