Organization Description: Christina Cultural Arts Center, Inc. (CCAC) embraces a mission to make affordable arts, education, live performances and workforce development accessible to low income youth and families in a safe, welcoming environment. Through the power of Hope, Knowledge, Inspiration and Passion, our mission is fulfilled by offering early learning opportunities and quality instruction during school and after school, offering professional development for educators, providing training for careers in creative industries and employing cultural strategies to revitalize disadvantaged communities.

Position Description: Reporting to the Executive Director and serving as an integral member of the senior management team, the Operations Director will be responsible for the development of CCAC’s financial management strategy and will contribute to the development of the organization’s strategic goals. The Operations Director will be charged with developing and implementing policies and procedures both in the finance and the general operational realms, including Finance, Human Resources, Facilities, Customer Relations and Information Technology.

PRINCIPAL RESPONSIBILITIES

Strategy, Vision and Leadership

Finance

- Contribute to the development of CCAC’s strategic goals and objectives as well as the overall management of the organization.
- Advise the Executive Director and other key members of senior management on financial planning, budgeting, cash flow, investment priorities, and policy matters.
- Ensure that CCAC is adhering to the strategic plan, delivering status reports to the board.
- Leads the CCAC team in identifying opportunities and efficiencies that increase revenue and decrease expenditures.
- Identifies and implements earned revenue business ventures to direct resources into CCAC programs/services.
- Oversee and improve administrative and operational accounting services such as treasury management, grants payment processing, monthly closeout, accounts payable and purchasing.
• Serve as the management liaison to the board finance and executive committees, and serves as the liaison with independent auditors to ensure a successful year-end audit.
• Manage all relationships with financial institutions.
• Oversee the creation and management of budgets and monitoring expenditures (including Purchase of Care, grant-specific budgets, etc.) to comply with grant requirements and basic accounting principles.
• Effectively allocate resources and establish metrics to minimize costs and maximize impact.

Operations
• Manage the day-to-day office and business operations to assure quality in all aspects of administration, finance and human resources.
• Develop and lead new and expanded programs in a collaborative, fast-paced environment.
• Devise strategies to ensure growth of programs agency-wide, identifying and implementing process improvements that will maximize output and minimize costs while maintaining quality.
• Oversee, upgrade and implement an appropriate system of policies, internal controls, accounting standards, and procedures.
• Develop, negotiate, and administer grants and contracts (including Memoranda of Understanding with partners and/or contractors, sub-recipient agreements, etc.).
• Plan, coordinate and execute the annual budget process.
• Conducts research and serves as project manager for initiatives as assigned.
• Leads the team in making effective use of technology and data mining to maximize on efficiencies and effectiveness.
• Oversee internal and external program reporting, including timely submission of reports from staff, collection and organization of supporting documentation (i.e. participant files, internal tracking tools), and the compilation of monthly goals & metrics for the organization.
• Select, train, direct, supervise, and evaluate staff and perform associated administrative functions including but not limited to the timely and accurate submission of timesheets, maintenance of personnel files, and the implementation of professional development plans/training activities for staff.
• Uphold agency policies and standards, ensuring legislative regulations are followed (e.g. licensing, Delaware STARS, accidents, incidents, and disciplinary actions) and compliance with contractual requirements.
• Oversee external IT vendors and ensure proper technology for the organization is in place.
• Oversee development of contracts and insurance policies.
Serve as the main liaison with outsourced janitorial, maintenance and security vendors.

Oversee policies, practices and management of the facility for external rental use as an income generating venture.

Provide supervision for personnel responsible for registration, accounts receivable, and data base management for tuition and charitable donations.

Network with businesses, corporations, schools and government agencies to identify resources and develop partnerships to strengthen service delivery, to develop programs, and address community needs.

Provide oversight related to the recruitment, screening, training, supervision, and evaluation of staff as needed.

Direct program evaluation and assessment processes (satisfaction surveys and environmental scans) to include program delivery, customer service/experiences, and effectiveness and progress toward program objectives.

Set strategic goals and devise and implement strategies for operational efficiency, increased productivity, and timely completion of tasks. Maximize efficiency and productivity through process analysis and interdepartmental collaboration.

Regularly review KPIs, operational issues and needs, and other critical information with the Executive Director and senior leadership team.

Represent the organization in public forums and with donor agencies and foundations as required. Promote awareness of the agency and its mission in the community.

Maintain an active understanding of agency programs in order to increase opportunities for support and collaboration.

Practice continuous learning through individual study, classroom training, seminars, and conferences.

Other duties as outlined and directed by the Executive Director.

Qualifications

BA/BS in business, finance or similar fields required (MBA preferred).

Minimum of 5-7 years of experience in positions of increasing responsibility in an executive operations leadership role. Non-profit experience strongly preferred.

Demonstrated ability to create complex organizational budgets and general accounting experience including month-end close and overseeing annual audits required.

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Experience managing external vendors preferred.
- Exceptional interpersonal, leadership skills desired with a collaborative, team-oriented work style.
- Excellent written, oral and technological skills.

**Competencies**

- Communicate and present effectively, both verbally and in writing.
- Manage multiple projects with strong attention to detail utilizing effective time management skills.
- Be a team player; adapt to change, effectively resolve conflict and demonstrate flexibility.
- Demonstrate excellent judgement and interpersonal skills.
- Ability to thrive in a fast paced environment.
- Ability to be culturally sensitive and empathize with others’ daily challenges.
- Maintain accurate reports while employing confidentiality