



INTONATION

Job Title: Operations & Executive Coordinator
Supervised By: Operations Director, Executive Director
Supervises: N/A
Classification: Non-Exempt, Part-Time, Hourly (20 hours per week)
Date: November 2020

ORGANIZATION SUMMARY:

Intonation works with young people in Chicago to experience making music on their own terms, leading to personal growth and the enrichment of their communities.

Offered in partnership with schools, park districts, and community organizations, our year-round classes make music accessible to children by providing them with instruments, instruction, mentorship, and the chance to perform on stages across the city. Each Intonation student takes part in a personal and team approach to practice, setting goals and problem solving; and over time, they gain the confidence to take charge of their direction and seek out new experiences.

POSITION SUMMARY:

The Operations & Executive Coordinator supports the Operations Director (OD) with organizational operations, bookkeeping, IT and facilities, and also serves as the Executive Director's Executive Assistant. The Operations & Executive Coordinator (OEC) assists with ensuring Intonation runs as smoothly as possible.

SPECIFIC RESPONSIBILITIES:

- **Office Manager (40%)**
 - Serve as office manager: order and store office supplies and equipment, manage cleaning schedule
 - Develop and maintain organizational and operations procedures manual
 - Serve as the main contact for the building management, work with Operations Director and team to address challenges that arise
 - Serve as primary phone and reception contact for the office ensuring quality customer service among external contacts and staff, manage phone system
 - Maintain filing systems (both in-office and digital), creating new efficient systems where necessary
 - Manage organization-wide calendar, including scheduling team meetings
 - Maintain vendor files and required tax forms
 - Act as scribe during meetings
 - Conduct research and provide support on Operations projects as needed
- **Executive Assistant to the Executive Director (25%)**
 - Provide administrative support to the Executive Director
 - Manage Executive Director's individual calendar. Make appointments and coordinate schedules for internal and external meetings
 - Conduct research and provide support on special projects as needed
- **Bookkeeping (20%)**
 - Follow finance policies and procedures, ensure that best practices and policies are also followed by staff
 - Manage Accounts Payable/Receivable twice per month
 - Manage invoicing, vouchering/expense reporting process for DFSS Summer camps, After School Matters, and other program partners and vendors as needed
 - Reconcile credit cards for Operations and administration monthly

- File copies of payables, maintain all other finance department files twice per month
- Assist with the audit annually
- Develop financial reports upon request
- **IT (13%)**
 - Adhere to and support IT policies and procedures, ensure that best practices policies are also followed by staff
 - Help troubleshoot IT problems, serve as in-house desktop support person for simple tech issues for staff; refer more complex issues to IT vendor/firm
 - Identify and act as liaison to the outsourced IT firm
 - Setup and help staff with any shared software like Google Docs, Google Drive, Adobe Creative Suite, Dropbox, etc.
 - Setup new users in Grasshopper (online phone system) and manage account. Assist staff with their own hardware that is being used for the organization's work
 - Ensure internet connectivity to all devices.
 - Provide/arrange technology training and support to colleagues, as needed
 - Research and make recommendations to OD for continual improvement to the organization's databases, computer software systems, and filing system
 - Liaison with other third party service providers (Grasshopper phone system, Asana, etc)
 - Obtain a working knowledge of and familiarity with software apps like Zoom, Google Apps (Office Suite and Shared Drive), Grasshopper, Asana (Project Management Software), Salesforce (CRM), Dropbox (Online File Share)
- **Other (less than <2%)**
 - Attend and actively participate in required trainings and board and staff meetings
 - Provide support at annual gala and live performances
 - Protect organization by keeping information confidential
 - Perform other duties as assigned by supervisors.

QUALIFICATIONS:

- Understanding and commitment to the mission, goals, and values of Intonation
- Minimum three years of previous administrative experience, nonprofit or youth development sectors preferred
- Logistics experience required
- Previous basic bookkeeping and Quickbooks Online experience a plus (will train if necessary)
- Impeccable attention to detail
- Works well with a team and independently; has exemplary organizational skills with the ability to multitask, respond to changing priorities and meet deadlines; has superior interpersonal skills, high self-awareness, and sound judgment
- Some basic knowledge of IT troubleshooting recommended
- Strong communication skills (verbal, written, oral)
- Knowledge of how nonprofits work
- Ability to make confident independent decisions
- Web literate and proficient use of Zoom, Microsoft Office, Gmail, Google Drive, Google Docs and Social Media. Familiarity with Adobe Acrobat.
- Flexible, Organized, Reliable, Enthusiastic, Patient, Self-Starter
- Has been trained in or is willing to receive training in cultural competency/Diversity, Equity and Inclusion (DEI)
- Familiarity with south-side Chicago communities (Kenwood, Bronzeville, Grand Crossing, Grand Boulevard, etc.) a plus
- Familiarity with Chicago Public Schools, Chicago Park District, and Chicago Charter Schools landscape a plus

WORK ENVIRONMENT:

- Intonation is currently working remotely and taking all necessary precautions due to COVID-19. This position will likely remain remote for the foreseeable future (at least through 2020), until we have a re-entry plan in place with the Chicago Park District. This position will likely require regular time in our Bronzeville-based office once it is safe to return
- Travel to various environments is required: an office, school buildings, park district field house. Space might not be fully accessible
- Access to a car and a clean driving record is helpful
- Applicants must undergo background checks, fingerprinting, mandated reporter training, and other related tasks as necessitated by compliance with program partners and funders
- This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, filing cabinets
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to operate office equipment. The employee must frequently lift and/or move objects up to 25 pounds and occasionally lift and/or move objects up to 50 pounds
- Evening and weekend work are regularly required as the schedule is often determined by the shifting needs of the organization
- Workplace is a smoke- and drug-free environment
- Equal Employment Opportunity: It has been and will continue to be the policy of Intonation to be fair and impartial in all of its relations with its employees and applicants for employment and to make all employment-related decisions without regard to race, religion, color, national origin, age, sex, disability, or any other categories protected by federal, state, or local law. This policy applies to recruitment, hiring, training, promotion, and all other personnel actions and conditions of employment such as compensation, benefits, layoffs and reinstatements, training, tuition assistance, and disciplinary measures. Decisions regarding employment and promotion will be based solely only upon valid job- related factors
- Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of Intonation staff. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

COMPENSATION:

- Salary starts at \$20/hr - 20 hours per week
- Schedule can be set between 3-5 days, between the hours of 9am - 5pm
- 5 Days Paid Time Off / Paid Holidays
- 401(k) available

TO APPLY:

- Submit cover letter, resume, and salary requirement to oe@intonationmusic.org
- Women, BIPOC, Bronzeville residents and individuals with disabilities are strongly encouraged to apply
- Please write your name (Last, First) in the subject line of your e-mail. Incomplete applications will not be accepted. Position begins as soon as possible. NO PHONE CALLS PLEASE.