



Job Title: Operations Manager  
Supervised By: Executive Director  
Classification: Exempt, Fulltime, Salaried  
Position Begins: December 2022  
Posting Date: September 2022

**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 on the South Side of Chicago, 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.*

**OUR TEAM:**

*Intonation Music's staff is diverse, talented, and dedicated. We are committed to employee growth, professional development and model our program's values of agency, active listening, creative problem-solving, and peer support.*

**POSITION SUMMARY:**

Intonation Music seeks a solution-oriented and thorough Operations Manager (OM) who is passionate about youth development and music's power to change, strengthen, and unify individuals and communities. This key position is a member of Intonation's leadership team and will be relied on as a resource to keep the operations of the organization running smoothly. Core tasks include managing the accounting and financials, performing key HR functions, and office management to support the work of Intonation and its employees. Successful candidates will have a demonstrated passion for non-profit service, a drive to find solutions, improve systems, and connect deeply with our talented staff, dedicated partners, and our community.

The OM will report to and work closely with the Executive Director, while collaborating with Program and Development Managers to problem solve and drive the mission forward.

**SPECIFIC RESPONSIBILITIES:**

**General Operations and Human Resources (60%)**

- Stay abreast of best practices in nonprofit management and improve administrative and operational systems with an eye toward future needs and budget realities
- Develop and implement Operations best practices, procedures and policies
- Manage organization-wide calendar. Develop and maintain system(s) for staff to communicate schedules
- Ensure that the HR function of the organization is following sound nonprofit management principles and is in compliance with federal, state, and local legal requirements
- Assist ED in hiring process; to include job postings, collecting and sorting resumes, and scheduling interviews



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- Make needed updates to Personnel Policies Manual and Standard Operating Procedures (SOP) guides. Ensure implementation and management of these resources
- Manage the onboarding process for new employees to include staff orientations, background checks, and compiling and filing required personnel records
- Coordinate the recruiting, orientation, evaluation, performance improvement and termination process for staff, independent contractors, temps, and interns
- Work with Executive Director and Managers to administer annual performance assessment cycle for all employees
- Implement staff training and development, staff recognition, records management, safety and health awareness, employee retention strategies
- Manage all job descriptions to ensure accuracy and consistency; draft updates to ensure that descriptions evolve to reflect the roles
- Oversee PTO process, ensure compliance with company PTO policies and manage time-off calendar
- Issue and collect paperwork for independent contractors
- Ensure that personnel records are properly kept.
- Manage relationship with our business and health insurance brokers. Work with broker on the administration of the health and retirement benefit programs, make recommendations for changes
- Manage all aspects of office management, including ordering office supplies and equipment, digital and paper filing
- Manage phone and email systems
- Act as lead contact with vendors to resolve any problems that may arise
- Create, manage and enforce office cleaning schedule

### **Financial (25%)**

- Serve as lead staff on budget development and monitoring, including working with the Executive Director and Managers to compile and monitor annual departmental budgets; create and monitor organization's annual operating budget.
- Track cash flow, communicate status to Executive Director, Board, and relevant staff on a regular basis regularly to ensure expenditure control
- Support Program Leadership Team to manage partner proposals, contracting, financial vouchering and invoicing for key central institutional partnerships, including for central CPS, After School Matters, Department of Family Support Services (DFSS), and other contracts
- Process Accounts Payable/Receivable twice per month, make bank deposits
- Update and ensure implementation of finance policies and procedures, ensure that best practices policies are followed by staff
- Act as liaison to accounting firm
- Manage the annual audit process serving as lead to our external firm
- Oversee bi-weekly payroll process, serve as administrator
- Track employee expense reimbursements and supporting documentation
- Reconcile monthly credit card and bank statements
- Support program team with vouchering process for DFSS Summer camps and other government contracts
- Conduct other finance related duties as assigned



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### **IT Support (10%)**

- Set up computers, install software, and manage email accounts. Troubleshoot IT problems, serve as in-house desktop support person for simple tech issues for staff; refer more complex issues to IT vendor/firm. Monitor IT firm's work, negotiate IT firm contract.
- Initiate new ideas for systems that could increase efficiencies and enhance the use of technology for the staff
- Manage the coordination of phone and internet services and vendors for the organization, ensuring the smooth integration of these technologies
- Research and recommend continual improvement to the organization's databases, computer software systems, and filing systems

### **Facilities (5%)**

- Act as point person for facilities access and challenges that arise
- Manage park partner relationships and contracts with Chicago Park District

### **CROSS DEPARTMENT COLLABORATION:**

#### **Development Department**

- Work closely with ED to approve and monitor development department budget
- Annual Gala
  - Serve on the internal team to develop, plan, execute operations-related functions of annual gala fundraising event, including recruiting and managing night-of volunteers, managing/scheduling Intonation staff
  - Manage post-event financial reconciliation and guest acknowledgement process
- Fundraising Events
  - Assist Development & Communications Manager with coordination of all aspects of any smaller, major donor events, serving as lead staff when necessary
  - Perform other tasks as assigned

#### **Program Department**

- Work closely with ED to develop and monitor program department budget
- Support program leadership team (PLT) with documenting, budgeting, and organizing logistics related to partner agreements and requirements
- Assemble and deliver contracts and invoices to program partners under ED's direction
- Offer guidance to PLT for all budget related issues when it comes to program needs, materials, supplies, equipment, instructor hours, etc.
- Materials prep, room set-up, and catering for all staff meetings
- Performance Support
  - Oversee event logistics with PLT, including recruiting, scheduling and managing day-of volunteers/needs
  - Support event catering/food in collaboration with PLT
  - Serve as lead staff contact for all facility / set-up needs, interfacing with park/venue staff to ensure smooth set-up and tear-down of event
  - Participate in live performances by assisting with logistics and running merch table with Marketing Team



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### Other

- Serve as an articulate, passionate, and visible spokesperson for Intonation and as a prominent leader throughout the organization, among stakeholders, and in the community
- Actively support the organization's efforts to operationalize an equity lens; cultivate and practice a commitment to equity, diversity, and inclusion across all aspects of the role
- Attend and actively participate in required departmental and staff meetings, as needed
- Protect organization by keeping information confidential
- Update job knowledge by participating in educational opportunities and professional networks and organizations
- Perform other duties as assigned by supervisor

### QUALIFICATIONS:

#### Education and Skills

- Bachelor's degree recommended; degree in accounting or business preferred, or relevant equivalent work experience
- 3 years of operations, administration, and/or nonprofit finance experience required. Demonstrated pursuit of continuing education in nonprofit accounting required
- 2-3 years of HR experience, or willingness to gain professional development and demonstrated pursuit of continuing education
- Solid knowledge of basic financial management required
- Experience with Quickbooks Online, Zenefits or other HRIS preferred
- Event and volunteer management experience preferred
- Web literate and proficient use of Gmail, Google Drive, Google Docs and Social Media, Donor Perfect (or comparable donor database software)
- Some basic knowledge of IT troubleshooting recommended

#### Qualities

- Collaborative, solution-oriented problem solver
- Mission-driven and committed to the community we serve
- Innovative and thinks outside of the box
- Excellent attention to detail
- Strong interpersonal and communication skills (verbal, written, oral)
- Works well with a diverse group of people, personality types and work styles
- Ability to make confident independent decisions
- Flexible, organized, reliable, enthusiastic
- A commitment to being a knowledge hub and resource on all aspects of operations

### WORK ENVIRONMENT:

- Intonation is currently operating in a hybrid work environment, with both in-person and remote programs. This position will require in-person work in our Bronzeville office and other spaces, with flexibility to work remotely as approved
- **Intonation has a Mandatory COVID-19 Vaccination Policy. All Intonation employees must submit proof of vaccination status OR request either a Medical or Religious Exemption and submit to weekly testing, if approved**
- Travel to various environments is required: an office, school buildings, park district field house, and *off-site events*. Space might not be fully accessible



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- 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 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 range: \$48,000-\$59,000 per year, commensurate with experience
- Generous paid time off policy and paid holidays
- Health, vision and dental insurance
- 401(k) available

### **TO APPLY:**

- Please use the link below to complete the application form. Prepare to upload a Resume and Cover Letter
  - <https://forms.gle/oy2hyZ8QM1KVkgu89>
- Women, BIPOC, Bronzeville residents and individuals with disabilities are strongly encouraged to apply
- Incomplete applications will not be accepted. NO PHONE CALLS PLEASE