



Job Title: Deputy Director  
Supervised By: Executive Director  
Supervises: Development Manager (PT), Marketing Manager  
Classification: Exempt, Fulltime, Salaried  
Position Begins: Early 2023  
Date: January 2023

**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 thorough and energetic Deputy Director (DD) 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 for facilitation, problem solving, and proactive measures to drive the mission forward and keep the operations of the organization running smoothly. Successful candidates will have a demonstrated passion for non-profit service and an ability to coalesce and engage diverse groups of people.

The DD will report to and work closely with the Executive Director and will work jointly with the part-time Development Manager - Institutional Giving and the Marketing Manager, an established, engaged development/communications team of two to think creatively to develop new and innovative ways to fundraise and communicate, both internally and externally. The Deputy Director is responsible for managing all aspects of individual giving: major gifts, special events, stewardship, and board engagement. Other core tasks include managing the accounting and financials, performing key HR functions, and office management to support the work of Intonation and its employees.

The Deputy Director (DD) is an inspirational leader and committed collaborator who excels at fostering shared purpose, empowering strategic action, and cultivating values-aligned culture. With a focus on developing staff leadership, and overseeing fundraising and communications, the DD integrates a methodical approach with outstanding facilitation skills, high emotional intelligence, and the ability to cultivate authentic relationships with diverse stakeholders.



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### **SPECIFIC RESPONSIBILITIES:**

#### **General Operations and Human Resources**

- Serve as staff lead in developing, evolving and implementing Operations practices and policies to ensure the office, human resource functions, and budgeting run smoothly and are compliant to legal requirements and reflect best practices
- Lead hiring process, including revision of job descriptions, recruitment, candidate screening and scheduling interviews
- Evolve and manage the onboarding process for new employees to include staff orientations, background checks, and compiling and filing required personnel records
- Coordinate the 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
- With ES and ED, develop and implement systems for staff training and professional development
- Oversee PTO process, ensure compliance with company PTO policies and manage time-off calendar
- 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

#### **Financial**

- Serve as lead staff on budget development and monitoring, create and manage the organization's annual operating budget and departmental budgets
- Provide direction and support in managing 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
- Act as chief steward of the budget, tracking cash flow and expenses regularly to ensure expenditure control
- 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, serving as administrator on our HRIS system, Zenefits
- Track employee expense reimbursements and supporting documentation
- Reconcile monthly credit card and bank statements

#### **Communications**

- As a lead writer for the organization, ODM will work closely with ED in identifying opportunities to showcase and share internally and externally. The ODM will provide critical content, information and direction to the Marketing Manager and DM- Institutional Giving to ensure goals and language are consistent and unified.
- In collaboration with the ED and for Dev/Comms department facilitate implementation of communications consultancy outcomes to enhance messaging
- Manage communications and social media plan as developed by the development/communications team. This includes content and direction with e-newsletters,



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annual reports, e-blasts, social media posts, press releases, etc. when needed. Write and design content; edit, and proof documents when needed

- Drive the concept and creation of two direct-mail and digital appeals annually
- Collaborate with Marketing Manager (production lead) on all collateral development and marketing materials, appeals, and electronic campaigns. Work with graphic designers, mail houses, printers, etc. to ensure adherence to timelines and budget
- Assist in the management of the website; provide direction on content

### **Board Support, Development and Management**

- With Executive Director, act as the key liaison between Intonation and its Board of Directors, providing content and support to drive advocacy and fundraising
- Create and track annual individual board member giving plans. Train and support board and staff to be effective fundraisers
- Manage the Associate Board, acting as the key contact; lead planning and attend monthly meetings; support fundraising efforts and events created by the Associate Board
- Lead in planning and communications around quarterly board meetings, including collecting and editing department KPI's; collaborate with ED to write agenda; design the Quarterly Board Reports; drive and organize content and presentations for the meetings by creating and managing an internal agenda and talking points

### **Individual Giving**

- Cultivate and steward new and existing individual donors through responsive communication, acknowledging and connecting with stakeholders, and preparing background and strategy documents
- Manage the donor relations systems required for donor cultivation, targeting prospects, tracking contributions.
- Compile fundraising reports and dashboards. Identify opportunities for analysis and evaluation to support stakeholders' understanding of fundraising needs and trends
- Acknowledge monetary and in-kind donations in concert with the Development Manager - Institutional Giving

### **Fundraising Events**

- Establish theme, direct design, look/feel of the gala to honor the organization's mission
- Oversee collateral and author all content for: invite, save the date, gala program, websites, and related web pages, eBlasts, personalized communications for Board and VIPS, guest communications, social media calendar and posts
- Develop and manage innovative ways to expand net proceeds and increase sponsorships
- Serve as the lead in executing all aspects of the annual fundraising event, securing auction items, directing content of website(s), and managing all vendors
- Manage smaller fundraising events, design fundraising elements, production timelines; manage supplies and budget

### **Qualities**

- Collaborative, solution-oriented problem solver
- Mission-driven and committed to the community we serve
- Innovative and thinks outside of the box



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- Excellent attention to detail
- Strong interpersonal and communication skills (verbal, written, oral)
- Outgoing personality; experience and enthusiasm for working with diverse people and communities
- Ability to make confident independent decisions
- Flexible, organized, reliable, enthusiastic
- A commitment to being a knowledge hub and resource on all aspects of operations, communications, and development

### QUALIFICATIONS:

#### Education and Skills

- Bachelor's degree recommended
- Operations, administration, and/or nonprofit finance experience required.
- HR experience, or commitment to gaining knowledge and professional development
- Experience with Quickbooks Online, Zenefits or other HRIS preferred
- Experience in fundraising in nonprofits necessary, in a social service or art organization preferred
- Previous marketing and special events experience
- Experience developing boards, volunteers, and stakeholders as advocates
- Excellent managerial skills, experience working cross-departmentally, and building a sense of team.
- Ability to organize and manage multiple projects/tasks simultaneously
- Proven ability to meet deadlines
- Strong oral and written communication skills. As a lead writer for the organization, proofing and copy editing skills are needed. As a key leader and connector within the organization, verbal skills and the ability to communicate strategically and with compassion are essential
- Web literate and proficient use of Gmail, Google Drive, Google Docs and Social Media, Donor Perfect (or comparable donor database software)
- Experience with graphic design and video editing, including Canva a plus
- Some basic knowledge of IT troubleshooting recommended

### 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
- 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



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- 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
- 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

### Operations Tasks

- Materials prep, room set-up, and catering for all staff meetings
- Manage organization-wide calendar. Develop and maintain system(s) for staff to communicate schedules
- Support student performance assisting with logistics, volunteer recruitment and staffing, identifying and organizing materials, supplies and vendors; and staffing merch table
- Manage all aspects of office management, including ordering office supplies and equipment, digital and paper filing
- Manage phone and email systems
- Make needed updates to Personnel Policies Manual and Standard Operating Procedures (SOP) guides. Ensure implementation and management of these resources
- Issue and collect paperwork for independent contractors
- Ensure that personnel records and organization files and document are properly kept
- Implement staff recognition strategies to drive culture and retention
- Act as lead contact with vendors
- **IT Support & Facilities**
  - Act as point person for tech and facilities access and challenges that arise
  - Manage park partner relationships and contracts with Chicago Park District

### All Intonation managers/directors are expected to:

- Serve as an articulate, passionate, and visible spokesperson for Intonation and as a prominent leader throughout the organization, among stakeholders, and in the community
- Serve as a member of Intonation's leadership team and utilize their expertise in strategic planning, facilitation, problem solving, and proactive measures to drive the mission forward.
- 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 to grow knowledge and foster the culture of the organization
- Update job knowledge by participating in educational opportunities and professional networks and organizations



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### **COMPENSATION:**

- Salary range: \$47,656 to \$71,190 per year, commensurate with experience
- Generous paid time off policy and paid holidays
- Health insurance for employee; optional family health insurance, vision and dental insurance
- 401(k)

### **TO APPLY:**

- Please use the link below to complete the application form. Prepare to upload a Resume and Cover Letter
  - <https://forms.gle/jc1KDY7EWyp1njsT7>
- Women, BIPOC, Bronzeville residents and individuals with disabilities are strongly encouraged to apply
- Incomplete applications will not be accepted. NO PHONE CALLS PLEASE