



OPERATIONS MANAGER

This position is responsible for managing operational systems at the Art Colony, including registration / tuition, administration / billing, as well as various IT systems.

- Reporting to the Artistic Director, this position is scheduled for a Monday to Friday work week, although there will be select times when the employee will need to work evenings or weekends.
- This is a 1.0 FTE (40-hour) exempt, full-time position with benefits.
- The position is located in Grand Marais, MN; remote work is not an option.

ROLES AND RESPONSIBILITIES

REGISTRATION / TUITION

- Ensure class registration procedures are streamlined and operating efficiently and effectively, from launch to evaluation
- Update class listings on the website as appropriate
- Monitor registration; make adjustments in registration system as necessary in relation to transfers and cancellations
- Track delinquent payments and send correspondence for tuition payment
- Collect and submit scholarship applications.
- Prepare enrollment reports for Annual Report as well as board reports.

ADMINISTRATION / BILLING

- Process offline individual and business donations
- Review and monitor lease agreements (e.g. Ricoh printer and other equipment)
- Create and manage artist invoices
- Manage administrative duties associated with private event rentals
- Allocate monthly bills; process mail (USPS, UPS, FedEx)
- Coordinate with Bookkeeper regarding payroll, PTO, etc.
- Prepare grant application materials as delegated by Artistic Director

OFFICE MANAGER

- Ensure Salesforce database is up-to-date and manage reporting
- Update MailChimp with new addresses and organize categories for mailings
- Manage mailing efforts (appeals, business partner outreach, PR mailings such as postcards to members, etc.)
- Organize and maintain GSuite applications
- Maintain visitor and volunteer data
- Act as primary liaison with independent contractors and vendors as needed (e.g. IT, facilities, ProPrint, Duluth Screen Printing, etc.)
- Monitor office, class, and building supplies and purchase as necessary
- Monitor and oversee inventory for Gallery Store



CUSTOMER SERVICE & FACILITIES

- Interact with the public, artists, students and volunteers in a professional and welcoming manner
- Provide general information about program offerings
- Answer phone calls and provide customer support
- Make timely follow-up calls and emails to inquiries, monitoring the registrar@ and info@ email accounts
- Assist with opening / closing the studios and classes as assigned
- Assist with facilities maintenance needs as assigned

QUALIFICATIONS

- Professional experience in customer service and office management
- Previous experience in administration and / or school environment
- Strong written and verbal communication
- Highly organized, detail oriented, and prioritizes tasks to maximize workflow and optimize processes
- Motivated to independently as well as collaboratively across teams
- Proficient in QuickBooks, Google Suite, MailChimp, Salesforce or a similar CRM, Adobe Creative Suite, WordPress and Zoom
- Ability to lift 50 pounds

COMPENSATION AND BENEFITS

Salary Range: Commensurate with experience; \$40,000.00 - 45,000.00

Benefits include paid time off, health insurance, SEP-IRA, discounts on classes, and gallery store purchases.

To apply, send a resume, two references, and answers to the following questions: attention Ruth Pszwaro, director@grandmaraisartcolony.org. **Note that NO cover letter is required.**

Application Questions:

1. What is your interest in working in the arts and at the Grand Marais Art Colony specifically?
2. Describe your past experience in relation to the job responsibilities and why you are a good fit for this position.
3. When you work in a team, what do other people come to you for? What strengths are you sought out for?