



## OPERATIONS & HUMAN RESOURCES MANAGER

### Organization Description:

Young Audiences/Arts for Learning, founded in Baltimore in 1950, is the country's foremost arts-in-education non-profit organization. The Maryland chapter of Young Audiences (YA) provides more than 9,000 arts education opportunities to nearly 200,000 students, artists, and educators throughout the state each year. YA is a mission-driven organization that values community, innovation, and passion. The staff, board, and teaching artists have a shared commitment to advance equity in the field of education by working tirelessly to generate opportunities for students to imagine, create, and realize their full potential through the arts.

### Job Description:

We are looking for a collaborative, trustworthy, empathic leader with excellent interpersonal, communication, and organization skills. The Operations & HR Manager will help lead the day-to-day operations of the organization and ensure organizational systems are in place to facilitate effectiveness and impact. This person will also play a critical role in supporting the organization's health, in part by ensuring it is utilizing best practices in recruitment, retention, staff development, and performance management.

Additionally, as the organization shifts its approach to be more intentional around its commitment to advance equitable outcomes for the children and communities we partner with, this role will be instrumental in achieving higher levels of diversity in our staff, while focusing on refining and developing policies, procedures, and practices to ensure equitable treatment of staff.

The Operations & HR Manager is a full-time, exempt position and will report to the Chief Operating Officer.

### Responsibilities Include:

#### Day to day operations: (40%)

- Provide strong day-to-day leadership presence across the organization's departments by assessing and addressing needs
- Contribute to the health and culture of the organization by ensuring smooth and efficient operations
- Identify opportunities to reduce operational expenditures and increase efficiency, in partnership with the Director of Finance and the Chief Operating Officer
- Oversee all aspects of YA's physical plant, including office space and off-site storage
- Oversee office relocation taking place fall 2019
- Manage office closures due to weather-related and other emergencies

- Maintain and develop appropriate tracking systems
- Assist Chief Operating Officer with calendar management and meeting schedule
- Ensure excellent customer service standards are being met, including supporting and training Phone Team

**Human resources: (30%)**

- Implement and maintain human resource systems and processes, including recruiting, orienting, and evaluating staff performance
- Assist with developing and maintaining innovative employee development and retention strategies; help ensure the organization is utilizing best practices
- Play a critical role in supporting and advancing a healthy organizational culture, where goals of diversity, equity, and inclusion are attained and where employee satisfaction is central
- Manage health and other medical benefit options for staff, including management of the open enrollment process and acting as liaison to the medical benefits consultant
- Manage employee benefits offerings; conduct ongoing research aimed to ensure benefits package is competitive and consistent with market trends

**Internship & volunteer management: (15%)**

- Maintain and build relationships with area schools and other pipelines for internship opportunities
- Work with departments to recruit, orient, and support interns
- Manage volunteers and volunteer activities, including working with departments to identify volunteer needs
- Recruit and support volunteers; manage all necessary logistics
- Maintain intern and volunteer database and other tracking systems

**Staff supervision: (10%)**

- Manage, coach, and support the Office Coordinator and Receptionist

**Other duties as assigned: (5%)**

**Qualifications:**

- Able to exercise sound judgment and work independently
- Able to correctly prioritize and escalate issues
- Able to approach assignments with integrity and honesty, with respect for complete confidentiality
- Excellent interpersonal and coaching skills
- Excellent organizational management skills
- Strong collaboration and excellent communication skills

*Desired skills and background*

- 3+ years of relevant experience in the HR field and a BA or BS degree, preferably with an emphasis in HR or Nonprofit Management
- Experience in the administration of benefits and compensation programs, along with other Human Resources functions
- Passion for operations; high aptitude for being proactive, and a creative problem-solver

- Knowledge of and interest in organization development, staff engagement and development
- Experience working directly with people from diverse racial, ethnic, and socioeconomic backgrounds
- Comfort managing across the organization, with strong credibility and the ability to influence and motivate others
- Excellent computer skills with demonstrated skills in database management and record keeping

**To apply:**

For consideration, please send your resume, cover letter, and salary requirements to [jobs@yamd.org](mailto:jobs@yamd.org) with "Operations & HR Manager" in the subject line. Applications will be accepted through **January 18, 2019**. Please do not send applications that include headshots or photos of yourself. No phone calls or recruiters, please.

**Young Audiences/Arts for Learning Maryland is an Equal Opportunity Employer committed to cultivating a diverse workforce and equitable workplace. We encourage applications from individuals of all backgrounds, regardless of race, ethnicity, gender, sexual orientation, gender identity and expression, age, national origin, veteran status, and disability. All qualified applications will be given equal opportunity.**