

DES MOINES METRO OPERA

JOB TITLE: Office and Company Manager

Reports to: Director of Advancement and Director of Artistic Administration

Classification: Full-time, Hourly, Non-exempt

SUMMARY:

The Office and Company Manager at Des Moines Metro Opera works as part of and in support of a collaborative team of arts administration professionals. This position will support various office functions and be responsible for the general operation of the office. This manager will be responsible for public interaction in-person and on the phone, anticipating the needs of the staff, and will be engaged in the big picture to deliver the highest quality experience for staff, donors, and patrons. This position also includes Company Manager duties, which occur primarily and most frequently during the company's summer festival season. In this capacity, the Company Manager joins the company coordination staff for a company of up to 250 artists who support the summer opera festival. In this capacity, the position oversees the working and living experience for Des Moines Metro Opera artists, directors, designers, and production staff for all events and performances.

DUTIES and RESPONSIBILITIES:

- Promote an inclusive, respectful and compassionate working environment that prioritizes the company's values towards equity, diversity, accessibility and inclusivity.
- Gain an understanding of our donor database, Patron Manager/Salesforce, to utilize as an essential tool to assist the Guest Services Director and Development/Volunteer teams in successfully executing basic functions such as selling tickets to performances, updating database information, and logging patron interactions.
- Office Management
 - Design and maintain filing systems utilizing OneDrive
 - Document and optimize operational procedures including digitization of files
 - Order supplies and monitor equipment
 - Maintain historical records
- Oversee correspondence and reception
 - Greet and support visitors
 - Answer phones
 - Process and route mail
- Company Management
 - Oversee, arrange and prepare company housing, transportation and travel. Work with the Guild hospitality volunteers to coordinate activities
 - Oversee and maintain the inventory of company-owned housing supplies
 - Represent DMMO in a professional manner to company members, employees, and partner organizations. Serve as the day-to-day immediate contact with housing providers, coordinating communication, artists' needs, and housing concerns
 - Develop and implement streamlined and guest-oriented processes and procedures for executing travel and housing

REQUIREMENTS:

- Have passion for connecting and building relationships with people
- Excellent donor/customer service skills and relationship skills
- Be self-motivated and an independent thinker who consistently meets deadlines, resolves conflicting priorities, and has outstanding interpersonal skills
- Extremely detail-oriented and thorough work required
- Ability to manage multiple projects simultaneously and achieve results in a timely fashion
- Ability to work evening and weekend events
- Organized and flexible with excellent interpersonal skills
- An ability to solve problems, facilitate solutions, and work with creative people from various backgrounds is essential
- Strong computer literacy skills, including Outlook, QuickBooks, Adobe, calendars, Microsoft Office
- Familiarity with and ability to troubleshoot basic office equipment, including printers, copiers, scanners, and phone systems
- Willingness to learn about the company's CRM (Patron Manager), phone system (8x8), and Microsoft 365 products
- Ability to manage bulk mailing projects to assist the company's advancement area
- The ideal candidate has a strong driving record

PHYSICAL STANDARDS:

This position involves moderate work with lifting or moving up to 25-30 pounds occasionally and sitting or standing for long periods of time. The position requires the ability to use computer equipment, manual dexterity, and the ability to communicate verbally and in writing. This position occasionally requires long hours and a flexible work schedule in support of a performance calendar and special events.

BENEFITS:

Competitive health, life, disability, and retirement plan, and generous PTO. Hourly range is \$20-23/hour dependent on experience and qualifications.

APPLICATION PROCESS:

Submit resume and cover letter, email or by mail to:

Des Moines Metro Opera

Attn: Tim McMillin, Director of Advancement

106 West Boston Avenue

Indianola, IA 50125

tmcmillin@dmmo.org

DEADLINE:

Applications will be accepted until the position is filled. Applicant screening process will begin immediately.

As an Equal Opportunity Employer, Des Moines Metro Opera celebrates diversity and inclusion. We do not discriminate against any employee or job applicant on the basis of race, color, religion, national origin, creed, gender identity, sexual orientation, pregnancy, disability, age, veteran status, political affiliation or philosophy. All qualified applicants are encouraged to apply.