



Hancock Center for Creative Arts Therapies supports the healthy potential of individuals, families, and groups through psychotherapy-based experiences involving movement, art, music, and drama. The organization was founded in 1983 and is undergoing a transformation in response to the growing needs for mental health services in Dane County. The non-profit organization seeks talent committed to community, inclusion, and growth in providing critical support for day-to-day management of the organization.

OPPORTUNITY: Operations Manager

Position Summary

Hancock Center's **Operations Manager** performs a diverse set of tasks with a range of responsibilities in coordinating and driving business operations of Hancock Center. This position monitors and improves daily functions and manages business operations, including: bookkeeping, audit, compliance, grant management, records management, vendor management, information technology, and facilities. The role works closely with the executive management to ensure objectives for the organization are being met and actively participates in sustaining a functional and healthy work environment. This person acts as a point of contact for management, employees, clients, and other external partners. The successful person will demonstrate commitment to the organization's mission and vision as well as diversity, equity, and inclusion principles.

Summary of Qualifications

- Undergraduate degree or equivalent work experience
- Three years of bookkeeping, operational, or other business services support
- Demonstrated ability to collaborate with individuals of diverse interests and backgrounds
- Advanced proficiency with office software applications
- Proficiency with office hardware and software systems and equipment
- Proficiency in preparing budgets and providing meaningful financial reports
- Record of operational management and attention to detail
- Able to work in the U.S. without requiring sponsorship
- Pass a background check

Additional Details

This position is expected to work on-site from Hancock Center's building in downtown Madison, with the potential to work remotely some days based upon a mutually determined schedule. The salary range is \$52,000-\$62,000 based upon experience, and compensation includes a generous benefits package. Hancock Center requires employees to be fully vaccinated for COVID-19, recognizing exceptions for religious or medical reasons.

A full job description may be reviewed online through https://bit.ly/HC_careers.

TO APPLY

Submit the following application materials to recruiting@timpanogroup.com, preferably as one PDF:

- Letter of qualifications addressed to Hancock Center Recruitment Team
- Resume or summary of your experience as it relates to this position

For assured consideration, submit materials by September 25, 2023. Applications will be accepted until the position is filled. Direct questions to recruiting@timpanogroup.com.

Hancock Center is an equal opportunity employer. Qualified applicants who are of color or from systematically oppressed populations are encouraged to apply. For more information, visit our website: <http://www.hancockcenter.net>.

Hancock Center for Creative Arts Therapies

Operations Manager

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Primary Responsibilities

In this role, responsibilities include but aren't limited to:

- Monitor daily operations, address potential issues when they arise, and proactive advance improvements
- Ensure timeline review, processing, and validation of expenses, invoices, reimbursements, and other financial records
- Uphold internal controls and assure appropriate financial controls for business operations
- Support audit preparation, fieldwork, documentation, and timely filing of tax returns
- Track granting and project agreements to ensure compliance with contract terms and deliverables
- Ensure timely, accurate, and appropriate filings with government agencies
- Handle grant research, preparation, financial management, and reporting in collaboration with the team
- Attend to Human Resources functions, including recruitment, onboarding, offboarding, benefits coordination, and payroll processing
- Develop, recommend, and implement policy or process changes related to business operations
- Serve as a central point of contact for information technology systems and support needs
- Perform general office duties such as ordering supplies, handling postage needs, tracking company equipment, data management, and scheduling
- Cross-train and work collaboratively to assure smooth operations and administrative activities
- Attend recurring staff meetings and supervision meetings
- Other duties as needed or assigned

These duties are not meant to be all-inclusive. As a small non-profit organization, all staff members are required to take on duties that are not apparent in their individual job description. It is expected that each employee will always strive to complete tasks necessary to keep the organization operating successfully; even if that includes working in areas to which they are not accustomed.

Hancock Center for Creative Arts Therapies

Operations Manager

Qualifications

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Competencies and Abilities

- Excellent analytical and problem-solving skills
- High attention to detail and accuracy
- Commitment to providing excellent customer service
- Self-motivated individual with excellent written, verbal, and organizational skills
- Ability to navigate complex interpersonal dynamics and cultural differences productively
- Discretion and ability to maintain confidentiality
- Ability to manage stress, multiple tasks, deadlines, interruptions and multiple priorities
- Works cooperatively while maintaining a professional demeanor
- Physically able to conduct work requirements in the office environment
- Experience and proficiency in Microsoft Office, G Suite, and Quickbooks

Additional Details

Reports to: Managing Director

Position: salaried, exempt, full-time preferred (minimum negotiable: 32 hours/week)

Location: On-site, hybrid negotiable

Salary: \$52,000-\$62,000 annualized 1.0 FTE + benefits

Hours: May involve work outside of standard business hours, including evenings or weekends