



Director, Operations

Organization: Creative Arkansas Community Hub & Exchange (CACHE)

Location: Hybrid of remote and on-site work; Northwest Arkansas

Direct Supervisor: Executive Director (CACHE)

Status: Full-time

Benefits: Full

Salary range: \$90,000 - \$120,000 (commensurate with experience)

Background

CACHE's mission is to work with creatives, communities, and organizations to empower a more inspiring, inclusive, and equitable Northwest Arkansas, with a focus on emerging, underrepresented, and underinvested pockets of creativity. CACHE's work provides resources to artists and artist communities to democratize access to the arts and increase avenues for financial security for artists, creatives and creative industry workers. CACHE focuses on infrastructure development, arts engagement and participation, grantmaking, data collection, advocacy and policy, and capacity building for the full Northwest Arkansas cultural sector, to create conditions favorable for local arts innovation. In addition, CACHE supports the elevation of Northwest Arkansas as a premier destination for the arts, with the goal of encouraging additional public support, cultural tourism, economic development and diversity, equity, inclusion, accessibility, belonging (DEIAB) best practices.

Summary of the Position

CACHE works in and between various sectors of the Northwest Arkansas community, creating connections between artists, creatives, nonprofits, municipalities, cultural institutions and funders to build a more equitable and inclusive region. The Director of Operations is a key part of CACHE's core leadership team driving strategy, direction, and resource development for this young organization. This position will lead organizational management systems building to support CACHE's work across the region, managing key relationships, and overseeing CACHE's finance, accounting, HR, benefits, payroll and legal processes. The Director of Operations will develop and implement operation strategy and oversee the cohesive flow of information between CACHE Executive Director and Board of Directors. This role will work as part of a collaborative team for the first 18-24 months in an "all hands-on deck" capacity as its management capacity grows, likely managing various creative projects, programs, initiatives and team members. This role is a great opportunity for a seasoned team leader with a background in finance, management, accounting, and human resources. This position is full-time and occasional evening and weekend work may be required.

Responsibilities/Tasks

- Build and implement the vision for CACHE's ongoing management and operations during a period of growth
- Plan, prepare, present and execute annual budget process, hiring plan, capacity model and growth plan objectives within deadlines and budgets



- Monitor communication and performance to ensure that outsourced operations consultants operate in an efficient, accurate and community-focused manner
- Collaborate with CACHE leadership to drive and develop organizational strategy, management and operations
- With Executive Director, design and implement hiring strategy for team expansion
- Create and oversee teamwide systems of practice for project management
- Liaise with outside consultants ensuring annual 501c3 requirements are met
- Adapt to evolving plans and procedures to meet the organization's aggressive growth needs
- Facilitate cross-departmental/project collaboration
- Manage and support an operations administrative team of at least one full time staff person
- As needed, manage projects and initiatives and team members in a growing, in-demand organization
- Support the ongoing professional development of direct reports
- Steward CACHE's Board of Directors, planning all meetings, maintaining relationships, ensuring governance responsibilities of the organization are met
- Maintain all reporting responsibilities for CACHE to governmental entities

Qualifications

We recognize that people's lived experiences and motivations for entering the arts sector vary greatly. Given this, we are open to a wide range of experiences and educational backgrounds.

- 5+ years senior leadership experience in Management, Human Resources, Finance, and/or Operations
- Track record of success in driving organizational change and results, building and managing teams of people, facilitating decision making, developing and managing complex projects, vendor relationships and complex budgets
- Deep understanding of nonprofit financial statements & concepts
- Dedication to best practices around diversity, equity, inclusion, accessibility, and belonging (DEIAB)

A successful candidate would likely also:

- **Share CACHE's values of creativity, beginner's mindset, diversity and collaboration, integrity with humility and a passion for empowering artists and creative communities**
 - Value being a team player with a sense of collaboration and a commitment to teamwork
 - Treat other people with respect and resolve issues in a way that preserves and strengthens relationships
 - Engage comfortably in growth roles and delegation
 - Prioritize practical solutions-based thinking
- **Prioritize processes and results mutually, focusing on relationship building, listening and co-creation**
 - Respect partners of all types uniformly and view partners as peers
 - Integrate listening and findings into strategic operations decisions
 - Build partnerships in service to alignment, sometimes with unexpected allies



- **Practice detail orientation and system thinking**
 - Collect and streamline data for access and application
- **Communicate well:** in person, via phone, and through written communication
- **Be technology savvy:** highly skilled with Word, Powerpoint, Excel and can learn other programs - Submittable, Google Workspace, Monday - readily
- **Be committed:** Continual growth through ongoing professional development

Work Environment

Work is a combination of on-site and virtual, to align with the COVID-19 climate in Northwest Arkansas. The majority of the team will work remotely until such a time as deemed safe in the context of COVID-19 disruptions. The noise level in the work environment will be usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand and sit. The employee must occasionally lift and/or move up to 50 pounds.

How to Apply

Please email one PDF titled with your full name that includes your **cover letter, resume,** and **three professional references** (including relationship to applicant, years known, title and employer, and preferred contact information) to the CACHE team: team@cachecreate.org.