



Operations Coordinator, 214

Organization: Creative Arkansas Community Hub and Exchange

Location: 214 South Main Street, Springdale, Northwest Arkansas

Direct Supervisors: 214 Artist & Community Manager, 214 Facilities & Technical Manager

Status: Full-time

Salary: \$45,000 - \$55,000

Benefits: Full

Organization 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.

Project Background

214 is the working name of a CACHE-led project to develop a creative hub to serve as Springdale and Northwest Arkansas' flagship destination for artist development, creative production, and public engagement. Housed in the former Arts Center of the Ozarks building, in downtown Springdale, 214 holds the opportunity to be ahead of its time in reinventing the modern era's arts center. This 25,000 square foot performing and visual arts center represents an opportunity to expand equity, inclusion, and expression across all artistic disciplines and Northwest Arkansas communities. Serving as a rejuvenated center for Springdale and the entire region, a reinvention of the space will aid in the discovery and development of local creative talent and economies and attract energy and investment from afar.

Just one year into this project, CACHE has built a framework for managing the space in its existing form, forming advisory and leadership bodies to oversee strategic direction, and actively building community partnerships while hosting over 34 events in 11 months. In 2022, CACHE plans to lead a micro-grant program to support artists and organizations across all disciplines to research and develop projects, ultimately activating the space with over 40 events.

Simultaneously, in 2022 and beyond, the 214 team will solidify plans for building improvements, long-term operating models, financial plans, space name and branding, as well as entering into long-term partnerships.

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 Operations Coordinator will serve as the primary administrative coordinator for activities of CACHE within its physical space at



214 South Main Street in Springdale, AR and will report to the Co-Managers of 214. The Operations Coordinator will be a key member of the team by providing administrative support and work as part of a collaborative team for the first several years in an “all hands-on deck” capacity in a rapidly shifting environment as the organization grows. This position is a great opportunity for an organized person with a strong background in nonprofit administration that wants to grow into the arts and culture space in an organization committed to ongoing professional development for all staff members. This position is full-time. Due to the nature of this position and the frequency of activities at 214, occasional evening and weekend work will be required.

Responsibilities/tasks

- Serve as the central team member connecting, scheduling and administering multiple 214 programs, projects and initiatives while the use of the space grows and changes
- Manage space bookings through Tripleseat software, calendar, contracts and act as the key liaison with renters; training of other team members to utilize the software
- Oversee accounting for 214: budget management, bill payment, invoicing and general bookkeeping
- Grantmaking administration: alongside CACHE staff, project manage online grant application process for micro-grant programs; manage online grant application software, build applications, assist with outreach, provide consistent applicant support through the application process, assemble grant review panels, etc.
- Support 214 communications efforts: brand development, website development and maintenance, social media strategy and implementation
- Provide knowledgeable, efficient, friendly, and professional customer service to all visitors to the building
- Develop research and evaluation protocols for all 214 programs
- Work alongside the 214 team with the design and project management of the transition phase of 214
- Keep consistent records and build efficient systems to track information and report against grant requirements
- Alongside co-managers, develop best practices around venue safety, health, and logistics
- Support ongoing community engagement liaising with Advisory Council, Leadership Council, and CACHE Communications team, and other key CACHE partners -- via events, meetings, and virtually as appropriate -- with the support of 214 Artist & Community Manager and Facilities & Technical Manager
- Tenant and prospective client management
- Liason for CACHE programs in the space
- Be a strong member of the CACHE team, collaborating as needed to get work done

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 of experience in an administrative role
- Demonstrated dedication to best practices around diversity, equity, inclusion, accessibility, and belonging (DEIAB)
- Bachelor’s degree is preferred; or substantial experience in related field



- Arts and creative field experience preferred
- Spanish language proficiency preferred

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

Team 214 is a fast paced, artist-led environment. We believe in open communication and expect team members to support one another through a sense of camaraderie and empowerment. We believe in maintaining a positive, relaxed atmosphere with frequent pauses for music and outdoor wanderings. Noise levels in the work environment are usually moderate to sometimes high depending on the events. We're dedicated to making any reasonable accommodations to enable individuals with disabilities to perform essential work functions. CACHE is committed to creating an environment in which the individual differences and contributions of all team members are recognized and valued in a space that promotes dignity and respect for every employee.

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, sit and occasionally use the stairs. The employee may need to 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.