DIRECTOR OF OPERATIONS & STAFF DEVELOPMENT

During this time of exciting growth, we are seeking a mission-focused, strategic, and collaborative leader with experience in managing the day-to-day operations of a non-profit as well as building and supporting a team of diverse, talented individuals in the successful visioning, planning and implementation of strategic goals.

The staff of Playback Memphis currently includes a Founder/Executive Director, Finance Director, one Program Manager, a team of professional ensemble members, and a contracted accounting professional.

Essential Job Functions

- Provide day-to-day oversight of operations of the organization, with keen focus on the mission, core values, budget and the progress towards strategic goals and objectives.
- Direct supervision of staff
- Oversee and guide strategic planning processes, calendaring and benchmarking towards goals.
- Work with contracted program evaluation specialist and core staff to develop measurable outcomes for each program and evaluation tools to measure progress towards desired outcomes.
- Set up and manage systems for tracking participant and program evaluation data.
- Lead organization in reflecting on progress towards goals and outcomes and making any necessary adjustments to maximize mission-driven community impact.
- Work collaboratively with the Director of Finance and core staff to create annual budgets and track expenses and revenue, guiding budget compliance and effective use of financial and material resources.
- Provide day-to-day support for staff members to successfully live into their roles and responsibilities.
- Work collaboratively with each core team member to develop a staff training and development plan that supports their ongoing professional growth and leadership development.
- Work with ED to develop leadership pathways for each staff member to grow with the organization and to develop new staffing positions as needed.
- Lead the hiring and onboarding process for all new staff. Facilitate seamless transitions if/when positions are vacated and new staff members are brought on board.
- Working collaboratively with staff, lead the development and usage of Standard Operating Procedures for all core functions within the organization.
- Work with the Board of Trustees and ED to annually assess compensation structures for all staff positions and contracted artists to ensure equitable pay.
- Lead and Implement a professional review process for core staff members that operates in conjunction with staff job descriptions.
• Develop and implement staff wellness policies and programs.
• Work with the Executive Director to develop and implement a peer-to-peer mentoring model to adapt across all areas of programming.
• Work collaboratively with ED and staff to maintain (through an annual review and updates, if necessary) employee and ensemble handbooks.
• Lead on developing needed structures, policies, and best practices to support professional ensemble to successfully live into their roles and responsibilities.

Other Functions

• As a member of the leadership team for the organization, be present during and provide hands-on support for key programming and fundraising events (will require some evening and weekend work commitments)
• Serve as an ambassador for the organization in the community, expressing the core values of Playback Memphis in their life inside and outside of work.
• Actively participate in the organization’s ongoing development of a broadly inclusive and equity-based culture.

Education & Experience

• Bachelor’s Degree or equivalency in business, nonprofit management, organizational management or related field. Master’s degree preferred.
• 7+ years experience working in operations and staff development, ideally within a nonprofit environment.
• Proven track record of supporting a nonprofit organization in defining and achieving strategic goals & objectives.
• Proven track record of leading a diverse team of individuals.
• Strong alignment with Playback Memphis’ organizational culture and values.
• Life-long learner, committed to ongoing personal and professional growth.

Skills

• Exceptional communication and influencing skills; both written and verbal.
• Strong strategic planning, project, and budget management skills.
• Self-starter with strong time management skills; ability to effectively backwards plan, juggle multiple priorities with great attention to detail, and deliver consistent and timely results.
• Sense of humility, ability to learn from mistakes, and shows urgency and the ability to proactively solve problems and make decisions quickly.
• Team player with strong interpersonal and stakeholder management and relationship building skills.
• Ability to lead, influence, and hold others accountable to upholding high standards of excellence.
• Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and Google Docs, Google Spreadsheets, Google Forms, Gmail, other cloud-based information sharing programs and Zoom.
• Ability to think proactively and strategically about IT needs

Working Conditions

• Playback Memphis’ office space is an open and collaborative space within First Congregational Church in midtown.
• Playback Memphis staff currently enjoy a hybrid environment at Playback Memphis office and other locations shaped by staff input and approved by the Executive Director.
• Staff are responsible for providing their own transportation to the office and all work-related functions.
• While performing the duties of this position, staff will be regularly required to walk, talk, see and hear.

Compensation

This position will offer a competitive salary and benefits package commensurate with the expertise and experience of the selected candidate.

Salary Range

Starting at $70,000

Equal Employment Commitment

Playback Memphis is committed to promoting an inclusive and equitable work environment that welcomes and values diversity as a guiding principle of all our work. Playback is an equal opportunity employer and does not discriminate. We consider all qualified applicants without regard to race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, military status, or any other basis made unlawful by applicable federal, state, or local laws or regulations.

To apply, please submit your cover letter and resume to applicants@playbackmemphis.org. No calls, please.