Operations Associate  
Job Description  
Part-time Position

The Theater Offensive seeks an Operations Associate to assist with office administration, handling office tasks, and to assist with various other administrative tasks such as staff on-boarding and scheduling of board meetings.

About The Theater Offensive
The Theater Offensive’s mission is to present liberating art by, for, and about queer and trans people of color that transcends artistic boundaries, celebrates cultural abundance, and dismantles oppression. The core programs of The Theater Offensive are True Colors: OUT Youth Theater, Queer (Re)public, and Queer Family Series.

About Queer Republic
Queer (Re)public is a learning centric program that merges artistic exploration with community engagement, professional development, and restorative justice for QTPOC and allied artists to transcend and reimagine barriers in places, publics, and powers. This program houses TTO’s Queer Republic's Emergent Artists Residency Program, as well as additional separate ad hoc community engagement events/series (i.e Radical Futures Series).

About Queer Family Series
Queer Family Series (QFS) offers produced and presented work centered on exploring all facets of queerness from as early as our first memories to our last. This program will focus on social education & awareness through transmedia productions and intergenerational community engagement– connecting queer families and elders with accessible art that captures the rigidity of heteronormativity and imagines a world where people can present as they wish, where dress up is real. We wish to uplift the core value and belief that theater is an essential fabric and texture in how we communicate to each other, as well as how we communicate our creativity and desires.

About True Colors
True Colors Troupe uses a proven community-based theater approach to train and inspire LGBTQ and allied youth leaders. True Colors Troupe engages youth of all experience levels in year-round theater training to create, produce, and tour original shows to schools, community groups and social service agencies. The majority of participants are youth of color from Boston neighborhoods ages 14-22. True Colors young artists work with The Theater Offensive Staff and Creative Team to develop comprehensive True Colors programming that engages each participant deeply in the organization’s mission.

Operations Associate Job Description
The Operations Associate will provide support to the Deputy Director as well as to TTO staff to ensure that office functions and administration are carried out smoothly. Duties include, but are not limited to:

Office Administration

- Monitor office email for incoming requests, receipts, verifications, and questions, and forward to the appropriate staff
- Assist with general administrative duties including but not limited to processing email, incoming mail, meeting logistics, managing calendars, filing, and other day-to-day tasks
- Receive and distribute office (virtual) phone calls and voicemails to staff; serve as first point of contact to incoming calls
- Maintain Drive files and be available to connect staff with virtual resources: master spreadsheets, supply information, organized Operations, Executive Affairs, and Office Administration files, etc. Ensure organization of org Drive files
- Assist Deputy Director and staff with general IT fixes and problem-solving (in collaboration with contract external IT provider)

**Office Management**
- General office upkeep: maintain tidiness and cleanliness of office
- Check mail at USPS office and distribute it in staff mailboxes; alert staff of packages and mail
- Assist Deputy Director with staff on-boarding and IT needs
- Order supplies for office administration and programming needs
- Check mail at BCA office and distribute it in staff mailboxes; alert staff of packages and mail
- Facilitate Annual Collection of materials from staff to submit to TTO Archive at Northeastern, in collaboration with Deputy Director
- Organize monthly staff meeting, take notes, and maintain archive of staff meeting records; take notes at other key meetings such as board meetings
- Assist Deputy Director to organize office-wide events, staff retreats, Grubhub meals, birthdays, celebrations, intern/staff last day sendoffs, holiday parties, etc.
- Assist Deputy Director with new employee onboarding and orientation, including: virtual welcome packet email, set up in-office mailbox and provide orientation tour, provide order office keys for new hire, order business cards, set up technology and software (Zoom/Slack/Drive/Charma, etc.) according to employee needs
- Assist Deputy Director with new employee offboarding, including: organize farewell gatherings and gifts, retrieving office keys, supplies, and technology
- Maintain record of items in TTO storage unit
- Assist with maintenance of office files and storage.
- Assist Deputy Director in other related duties as assigned

**Additional Duties**
- Attending monthly staff meetings virtually
- Attending bi-monthly Board Meetings (every other month)
- Please note, this position is mostly remote, but this position will be required to go into the office once per week (for a few hours) and may be asked to attend all-staff events

**Abilities & Qualities:**
Any equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities detailed below will be considered:
- Previous work experience with LGBTQ community and Communities of Color
- Previous experience with office management
- Excellent multitasking and time management skills
- Excellent calendar management
- Ability to manage multiple tasks in a timely and accurate manner
- Excellent oral and written communication skills
- Demonstrated ability to handle sensitive information and maintain confidentiality
● Proactive individual who is comfortable in a close-knit team-oriented setting, but who can thrive working independently
● Strong interpersonal skills and problem-solving abilities
● Flexibility to work independently, remotely, and in-person as needed
● Comfort in learning and using digital tools
● Experience with both Mac and PC
● Proficiency in Google Apps Suite, Zoom, Slack
● Ability to create, modify and format Microsoft Word and Excel documents that incorporate text and numbers
● Ability to compose professional level correspondence emails, letters, and flyers
● Experience maintaining, organizing and purging electronic and paper files
● Experience with IT troubleshooting, a plus

EQUIVALENCY STATEMENT:
Applicants who may not meet the qualifications as stated above are encouraged to show how their background and experience have prepared them with the equivalent combination of education, training and experience required for the responsibilities of this position.

Position Type: Part time, hourly. 20 hours per week. This position has significant growth potential, to full time and to coordinator/manager level positions
Compensation: $25-$30 per hour commensurate with experience
Benefits: Paid holidays, sick, and personal time, and professional development funds