

*Operations and Technical Director
(October 2023)*

Overview

The Operations and Technical Director is responsible for directing the strategy and oversight of physical campus operations including oversight of operations and facilities budget; strategic planning and procurement of technical upgrades to campus equipment; management of space usage for organizational activities, rentals, and tenants; management of emergency response plans; and coordination of Facilities and Operations staff, vendors, and contractors.

Strategic Goals of this position include:

- **Leadership:** Provide exceptional leadership to the facilities and operations team, while balancing cost, schedule, and creative solutions to challenging problems
- **Operational Excellence:** Continuously improve our tools, workflow, level of organization, and infrastructure capability and quality, maintaining the balance between immediate problem-solving and long-term thinking.
- **Strategy:** Using the organizational strategic plan as a guide, manage strategic goals and fiscal operating planning, tracking progress against goals and ensuring desirable outcomes. Specific focus will be on supporting growth in programs operations through planned renovation and tech upgrades to art-making classrooms and performance spaces; and improving campus accessibility.
- **Communication and Collaboration:** Build partnerships with organizational stakeholders and increase relationships with vendors to support operations and technology needs
- **Ensure safe and positive experiences and a welcoming environment for all visitors to the Appel Farm campus**

Salary, Benefits, Terms of Employment

- This is a full-time, salaried, exempt position.
- This position is primarily on-site Monday through Friday during regular business hours. Some evening and weekend hours will be required throughout the year, according to program operations needs. Occasional remote work is possible, as mutually scheduled.
- Annual Salary: \$70,000
- Benefits: Single coverage Health, Dental and Vision; Paid holidays and paid vacation as described in Employee Handbook, summer camp tuition exchange.

The most important skills and capabilities for the role are:

- **Project Management Experience:** Have extensive experience in planning and executing ideas to support the operations of a busy organization operating across many buildings. Demonstrate capacity for excellent time management and the ability to multi task.
- **Technical Knowledge:** Demonstrate mastery of cloud-based computer software for project management components including scheduling, tracking expenses, and communicating to a variety of project partners is key. Possess a general understanding of an office computer and phone system network to engage with IT support. Experience with technical production in the performing arts environment, including knowledge of

theatrical sound and lighting systems, photography studios/darkrooms, ceramics kilns, and media production hardware/software is a strong plus.

- **People Management:** Experience in hiring and overseeing part-time staff to support facilities and operation needs including seasonal over hire crew for campus transitions, seasonal and part-time maintenance and grounds support; and kitchen and cleaning staff.
- **Vendor Management:** Experience in evaluating services and vendors. Effective negotiator who can collaborate with legal, finance, and other business stakeholders to balance organizational budget and services.
- **Communication:** A good communicator who sets standards of collaboration and proactive communication across a large group. Is viewed as a leader who proactively starts conversations that solve problems and asks questions of others to support organizational needs.
- **Organization:** Ability to organize digital and physical records relating to projects, budgets, vendors, and daily operations for the benefit of information sharing and clean workflow, as well as for long-range planning and a well-managed inventory and record of the physical plant.

Detailed Primary Responsibilities:

Budget and Financial Management

In conjunction with Facility Manager, Senior Bookkeeper, and Executive Director

- Create budget and track annual income and expenses for facilities and operations, including the year-round categories of general facilities, gardens and grounds, utilities, building maintenance and improvements, rented and purchased facilities equipment, outside vendors and contractors, and site rentals
- Identify immediate and future property, facilities, and technology needs in relation to camp and year-round programming and operations. Assist in preparing project budgets and strategize on funding opportunities in support of long-term capital projects

In conjunction with Executive Director, Senior Bookkeeper, and Camp Director

- Create budget and track expenses for seasonal camp operations including food service, laundry, program, business, camper and staff supervision, and health care.

Personnel Management

- In coordination with Executive Director, Supervise Year-Round Facilities and Operations Team members (3 full time, 1 part time).
- In conjunction with Facility Manager, hire and schedule over-hire workers, engage contractors, and contract external vendors as appropriate to support campus and facilities needs relating to regular use, transition between camp and school, rentals, and other projects and renovations.
- In conjunction with Camp Director and Camp Operations Manager, supporting in hiring and managing cleaning, overnight supervision, laundry service, and food service operations.

Space Usage, Rentals and Events

- Track and maintain scheduling of all activities on campus, including Appel Farm programs and events and tenant usage
- Communicate all scheduled activities in a regular and timely manner to staff and facilities users via shared calendar and written and verbal communications
- Work with Operations and Events Coordinator to manage all facilities and logistic needs for campus rentals, including set up, clean up, technical support and appropriate staffing
- Contract other external bookings, as directed by Executive Director, and work with Operations and Events Coordinator coordinate all related facilities, technical support, and volunteer activities to support programmed concerts and events
- Work with Facilities and Camp leadership to coordinate planning and preparation of the grounds, supplies, and facilities for camp season, and transition to/from school season.

Oversight of Facility – Safety and Physical Plant Needs

- Ensure all regular and required inspections and health and safety needs are managed, permitted, and vendors are appropriately contracted by Facilities Manager
- Work in conjunction with Facilities Manager to maintain files of correspondence with all vendors including COIs and other paperwork for all facilities projects
- Meet regularly with Facilities and Cleaning staff and monitor work schedule and responsibilities of each
- In coordination with Operations and Events Coordinator and Facilities Staff, maintain oversight of all campus spaces and equipment, including shared equipment with tenants, monitoring for safety, cleanliness, and functionality.
- In conjunction with Executive Director and Camp Director, upkeep comprehensive emergency management plans with annual review and revision as needed to documents, and ensure proper training and communication for all staff is regularly scheduled
- In coordination with Operations and Events Coordinator, maintain responsibility of onsite technology, including communication with IT vendor, phone company, internet service provider as needed
- In conjunction with the Executive Director, upkeep comprehensive emergency management plans with annual review and revision as needed to documents, and ensure proper training and communication for all staff is regularly scheduled

Strategic Leadership

- Support Executive Director and Board in strategic planning and capital improvement planning as it relates to facilities and operations, including serving on the Ad-Hoc Facilities Committee of the Board
- Provide short- and long-term solutions to facilities and operations issues to ensure safety and quality of all programs and services
- Maximize earned revenue potential through rentals and partnerships that support the operations
- Provide forward-thinking solutions to campus technology needs, in support of daily office operations, production and classroom-specific technology

This position reports to the Executive Director.