

FOUNDATION FOR THE CAROLINAS

JOB DESCRIPTION

Title: Operations Support Associate Division/Department: Operations

Reporting To: Executive Vice President

FLSA Classification: Exempt Non-Exempt

Employment Type: Full Time Part Time Intern Contract

POSITION SUMMARY

This position provides administrative support to Executive Vice President of Operations and the Carolina Theatre team. The Operations Support Associate is the department's lead staff person for the Foundations' art collection management, and Carolina Theatre CRM system & social media strategy execution. This role needs strong project management, communication, follow-up and responsiveness, often requiring a high level of prioritization, flexibility and autonomy within an environment of competing priorities and requests.

DUTIES & RESPONSIBILITIES

- Provide direct administrative and calendar support to the EVP to include meeting coordination, materials preparation, documentation & set-up.
- Coordination of travel and expense reporting
- Assist with filing, contacts and additional organizational support for EVP
- Provide organizational and clerical support to the Carolina Theatre team as needed
- Serve as subject matter expert and administrator for Carolina Theatre CRM system
- Assist in the development of Carolina Theatre's social media strategy
- Responsible for the day-to-day editing and posting of Carolina Theatre's website, Facebook, and Instagram activities
- Handle day-to-day management of Foundation For The Carolina's art collection, activities to include: proper display, maintenance and storage of FFTC's artworks and art records
- Point of contact for operation departments and appropriately routes and/or responds to issues and priorities as they arise
- Compose correspondence and drafts (external and internal) such as memos, letters, reports, presentations, agendas, spreadsheets and meeting materials as necessary
- Assist in the tracking of department and project deliverables such as status of agreements, contracts, invoices, vendor payments and orders while monitoring and keeping the EVP apprised of deadlines
- Implement, maintain and develop efficient and effective administrative systems to include paper and electronic file systems for both routine and project specific work
- Coordinate department recognition activities
- Serve on admin team providing back-up support to the receptionist
- Work independently on department project assignments as needed

JOB QUALIFICATIONS & SKILLS

- Bachelor's Degree required
- 3 - 5 years administrative or similarly detailed-based work experience
- Advanced proficiency in Microsoft Word, Excel, Project, Outlook, & PowerPoint
- Experience with CRM or ticketing Systems a plus
- Knowledge of and experience with WordPress a plus

- Strong project management and organizational skills
- Background in or strong interest in Theatre operations
- Comfortable learning new technology applications
- Responsive, service oriented work-style
- Strong organizational & scheduling skills
- Ability to multi-task, work under pressure and maintain deadlines
- Ability to work both independently and as part of a team
- Strong communication skills with clients, employees, management and contractors

POSITION SPECIFIC COMPETENCIES

Select from the following position-specific competencies. Please limit the total number of competencies to 10 or less.

All Employees: Communication & Interpersonal Skills

Executive Team: Leadership Strategic Thinking Fiscal Stewardship

All Supervisors: Delegating Responsibility & Empowering Employees Managing Employee Performance Ensures Consistent Policies & Practices

General:

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| <input type="checkbox"/> Affiliate Management | <input type="checkbox"/> Budgeting & Cost Awareness | <input type="checkbox"/> Building Organizational Commitment |
| <input checked="" type="checkbox"/> Building Team Environment | <input type="checkbox"/> Client Records | <input type="checkbox"/> Concern for Employee Satisfaction |
| <input type="checkbox"/> Customer Skills | <input checked="" type="checkbox"/> Dependability | <input type="checkbox"/> Ensures Proper Training in New Technologies |
| <input type="checkbox"/> Entrepreneurial Orientation | <input type="checkbox"/> Equipment Skills | <input type="checkbox"/> Fund Management |
| <input type="checkbox"/> Implementing New Technologies | <input type="checkbox"/> Initiative | <input type="checkbox"/> Innovative Thinking |
| <input type="checkbox"/> Job Skills | <input type="checkbox"/> Managing Meetings | <input checked="" type="checkbox"/> Managing Multiple Priorities |
| <input type="checkbox"/> Meeting Targets | <input type="checkbox"/> Presentation Skills | <input type="checkbox"/> Product Knowledge |
| <input type="checkbox"/> Productivity | <input checked="" type="checkbox"/> Project Management | <input checked="" type="checkbox"/> Quality of Work |
| <input type="checkbox"/> Relationship Building/Networking | <input type="checkbox"/> Results Oriented | <input type="checkbox"/> Technical Skills |
| <input checked="" type="checkbox"/> Time Management | <input type="checkbox"/> Training & Development | <input type="checkbox"/> Writing Skills |