



October 2024
Tryon Arts & Crafts School (TACS)
Job Description

Title:
Operations Manager

Reports to:
Executive Director

Works Closely with:
Studio Coordinators, Bookkeeper & Data Manager, Marketing & Events Coordinator

Status:
Exempt, Full-Time, Monday-Friday, with occasional evening and weekend hours

Overview:

Tryon Arts & Crafts School (TACS) is a thriving non-profit craft school offering a range of ongoing classes, specialty workshops, and events for adults and youth in the extended Polk County, NC, region. We serve a growing student body on our 2-acre campus, which includes a 10,000 square foot main building and three nearby studio spaces. TACS' studios include Blacksmithing, Clay, Digital Photography and Digital Media, Fiber, Glass/Multimedia, Silversmithing/Enameling, Welding, and Wood. The main school complex includes seven studios, a gallery, a retail shop, Heritage Collection, and expansive grounds adjacent to the Pacolet River and Harmon Field recreational lands. The new Operations Manager position will play a pivotal role in ensuring smooth day-to-day operations of this vibrant institution.

Unique Responsibilities:

- **Facilities Management**
 - Oversee the maintenance and upkeep of the school building, grounds, studios, gallery, shop, kitchen, and common areas
 - Assist with budgeting for maintenance and repairs
 - Ensure compliance with safety regulations and addressing hazards
 - Coordinate housekeeping, maintenance personnel, and vendors
 - Assist with event and exhibition setup and breakdown
 - Assist Executive Director in formulating facility rules and procedures
 - Advise on improved storage solutions in all departments
- **Technology**
 - Set-up computer workstations and software as needed, provide basic training, troubleshoot basic software issues
 - Troubleshoot network issues, correspond with tech support for security and server issues
 - Organize, maintain, and coordinate use of school's Audio-Visual equipment for events
- **Communications Assistance**
 - Ongoing refinement of communications strategy for stakeholders – for example, improvements to studio news announcements for students, course confirmation and cancellation protocols, orientation and evaluation materials, etc.
 - Logistics of scheduling classes, workshops, and events
 - Developing and delivering improved instructor orientation programs.
- **Education**
 - Oversee the work of part-time studio coordinators and volunteer studio liaisons – currently, this includes personnel in the Clay, Glass, and Wood Studios
 - Assist with developing social studio programs, such as monthly clubs, student show-and-tell events, and meet-and-greets
- **Staff Training**
 - Train new personnel on operational procedures, safety protocols, and customer service

Shared Responsibilities for All Administrative Staff:

- Customer Service – Professional and positive ambassadorship of TACS, answering phones, student and member services, greeting guests, gift shop sales
- Clerical – Word-processing, co-managing shared calendars
- Organization – Upkeep of communal spaces and personal office space
- Events – Attend and provide support for gallery receptions, festivals, auctions

While proficiency in all listed skills is beneficial, we are open to candidates who demonstrate a strong ability to learn, adapt, and problem-solve.

Preferred Software Proficiency (or equivalent):

- Productivity – Microsoft Office or 365, Google Suite
- Communications – Zoom, Slack
- Web/IT – WordPress, BlueHost, SiteLock
- Database – Neon CRM

Desired Software Proficiency:

- Finance/Bookkeeping – working understanding of QuickBooks Online
- Project management – Monday.com or Asana
- Design – Adobe Creative Cloud

Preferred Qualifications:

- Bachelor's degree in a related field
- 3 or more years of experience in a related role
- Excellent organizational and communication skills
- Strong interpersonal skills to build rapport with students, instructors, and staff
- Ability to multi-task and prioritize effectively in a fast-paced, public-facing environment
- A passion for the arts and a commitment to fostering creative culture
- Valid Driver's License

Desired Qualifications:

- Demonstrated studio, shop and/or museum technical skills, including physical construction, gallery installation, lighting, installation of audio and visual media

Physical Requirements:

- Sedentary Work – Extended periods of time seated at a computer workstation
- Fine Motor Skills – Use of hands and fingers for typing, manipulating objects, and operating equipment
- Communication – Verbal communication and the ability to hear clearly
- Mobility – Frequent standing, walking, and bending as needed
- Lifting – Objects weighing 50 or more pounds
- Visual Acuity – Ability to see clearly at close range for tasks such as computer work, document review, and tool operation

Other Duties, as Assigned.

As part of our hiring process, all candidates will be subject to a background check.

Compensation

- Salary Range of \$40,000 - \$50,000, negotiable based on the candidate's skills and background.

Benefits

- SEP-IRA Retirement Contribution, subject to Polk County Community Foundation grant renewal
- Paid time off (vacation, sick leave, holidays)
- Free Enrollment in TACS courses, on approval
- TACS Artisan Level Membership
- North American Reciprocal Museum (NARM) Membership
- 30% Retail Discount
- Professional Development Opportunities

Tryon Arts & Crafts School is committed to fostering a diverse, equitable, and inclusive environment for all employees and students. We believe that diversity strengthens our organization and helps us better fulfill our motto to provide *creative opportunities for everyone*. We are dedicated to providing equal opportunities for all, regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

Submit application to director@tryonartsandcrafts.org.