

**JOSHUA M. FREEMAN FOUNDATION  
JOB DESCRIPTION**

<b>Position Title:</b>	Chief Operating Officer
<b>Division:</b>	Joshua M. Freeman Foundation
<b>FLSA:</b>	Full-Time, Salary, some weekends & evenings required
<b>Reports To:</b>	Executive Director
<b>Direct Reports:</b>	Operations and Marketing Teams
<b>Date Last Revised:</b>	2/6/2017

**Purpose of the Job**

The Joshua M. Freeman Foundation's Chief Operating Officer is responsible for leading and managing the key operations and marketing team for the Foundation and achieving the organization's results while complying with IRS rules and regulations for 501 (c) (3) nonprofit organizations. In addition to managing staff, the Chief Operating Officer (COO) is responsible for operations processes, procedures, systems and financial results to meet customer and staff satisfaction, operational effectiveness and safety. The COO will possess excellent leadership, managerial, organizational, collaborative, and administrative skills as well as the ability to communicate effectively and navigate efficiently in the community, state and region. The COO will work closely with the Executive Director to ensure that the programming supports the achievement of the objectives, mission, vision, and values of the Joshua M. Freeman Foundation.

**Core Values**

The Chief Operating Officer is accountable to provide leadership within the organization and to live, model and teach the core values as stated:

We are committed to setting the standard for:

- Being leaders in creativity and responsibility
- Being respectful, forthright, and ethical
- Improving our communities
- Enhancing the lives of everyone we touch
- Performing professionally and effectively
- Being approachable, open-minded, and compassionate
- Continual personal and professional wellness, improvement, and growth

**Major Responsibilities**

**A. Mission and vision implementation:** Implement the vision and mission of JMFF, The Freeman Stage at Bayside, and its arts in education and outreach programs including providing leadership for the creation, implementation, and sustainability of a strongly collaborative relationship with, staff, Board, volunteers, community members, and arts partners.

**B. Operations:** Manage programming and facility operation, including policies, processes and efforts related to curating performance offerings, box office operations, and overseeing marketing, branding, communications, and health and safety.

**C. Production and facility operations:** Manage full-time staff that oversee technical and production support staff, including contractors, volunteers and seasonal staff, through processes aligned with the JMFF mission and vision. Lead best practices for facility and physical asset management to maximize patron, artist, volunteer and employee experience and meeting safety requirements.

**D. Financial oversight and management:** Lead and manage staff and oversee all financial review aspects of the operations within the approved budget, and work collaboratively with staff to ensure strong fiscal management, policy compliance, and contract oversight.

**E. Compliance and best practices:** Comply with IRS rules and regulations for 501 (c)(3) nonprofit organizations including training and implementing procedures to meet requirements. Support Standards for Excellence accreditation, processes and other nonprofit accreditations that further the expertise and effectiveness of the Joshua M. Freeman Foundation.

## Standing Accountabilities

### Property Management

- Oversee management of all properties, including expansion and construction related projects and related schedules. Property includes but is not limited to The Freeman Stage at Bayside, real estate owned by the Foundations and vehicles, machinery and café equipment; sound and lighting equipment.
- Oversees scheduling and management of building maintenance per budget and annual plan; including buildings, restroom facilities, stage, backstage, landscaping, streets, etc.
- Ensures coordination and management of equipment maintenance contracts and schedules.
- Manages process and system for employee, guest and performer housing in Foundation owned properties and inspections.
- Ensures processes comply with contracts, local building and safety and health codes and Delaware Alcohol Beverage Commission guidelines
- Acts as a liaison for the Foundation with Bayside community partners- Developer, HOA, Membership, etc.
- Supports staff by participating in weekly venue walkthroughs of assets during presenting season and as necessary before and after the presenting season.
- Reviews and manages best practices for organization's Security and Safety program

### The Freeman Stage at Bayside

- Hires, supervises, develops and evaluates full-time and seasonal staff
- Oversees the review, planning and implementation of all operational policies and procedures
- Initiates and manages creation of operational plans for venue, house and ticket policies, sales and marketing plans to maximize customer satisfaction while meeting organizational goals
- Reviews and updates safety plan annually with Production & Venue manager and makes recommendations to ED for Board approval.
- Provides hands on support for all Joshua M. Freeman Foundation and The Freeman Stage at Bayside events including all performances, special events, sponsor events, fundraisers and other activities
- Possesses operating knowledge of all Stage technical systems: ticketing, point of sale, security, phone system, website, etc. with ability to train seasonal and year-round team members for daily use
- Approves process for advancement of artist's riders (technical and hospitality) to achieve artist satisfaction and budget goals.
- Maintains familiarity and demonstrates knowledge of the Americans with Disabilities Act (ADA) as it applies to citizens using performing arts venues
- Demonstrates fiscal responsibility for operational expenses and decisions.
- Creates, manages and leads a customer centric environment focusing on exceptional customer experiences

### Support to the Executive Director and Board

- Works with the Executive Director and staff in creating and maintaining relationships between Foundations, local non-profit organizations and other artists and arts organizations in the community.
- Assists with special and fundraising events, as needed
- Supports and manages ongoing projects associated with the success of the Foundation as required
- Represents the Foundation in the community by attending and participating in local events and activities
- Demonstrates commitment to the mission of The Joshua M. Freeman Foundation.
- Provides support to board meetings and board members

### Office Operations

- Works with vendors in an efficient and fiscally responsible manner
- Contributes to collegial and participatory work environment where trust, integrity and open communication are valued and practiced
- Maintains strong relationships with organizations and individuals with whom the Foundation has a contractual relationship or other formal and informal affiliations, including the important relationship with the Carl M Freeman Companies
- Participates in continuing education to improve own professional skills

### Key Performance Measures

- 95% + customer satisfaction on an annual basis.
- Timely processing of department reporting
- Completion of projects in timely manner and within budget
- Retention of staff and volunteers
- Financial objectives met

### Required Knowledge, Experience/Abilities

- Work experience with a non-profit or arts organization preferred
- Minimum 6 years relevant experience and success in responsible roles managing operations
- Bachelor's degree in a relevant field
- Excellent multitasking and organizational skills
- Ideal candidate is proactive and collaborative
- Well-organized problem solver who can work effectively in a fast-paced environment
- Demonstrated experience in negotiating contracts and working with associated schedules, legal and budgetary requirements
- Demonstrated experience in managing budgets and bottom line results
- Working knowledge of profit and loss statements, balance sheets and statement of cash flow
- Demonstrated results in leading, managing and developing individuals and teams
- Effective written and verbal communication skills
- Strong interpersonal and leadership skills, and demonstrated ability to strategically assess needs and creatively solve problems
- Demonstrated sound judgment in situations requiring independent decision-making and in handling confidential and sensitive material
- Excellent computer skills; proficiency in using advanced functions of Google applications and Microsoft products, databases, and web resources
- Attention to detail is critical
- Ability to meet deadlines, often under pressure
- Willingness and availability to work nights and weekends at The Freeman Stage at Bayside.
- Driver's license and in good standing with local DMV and meets insurance requirements of the organization.
- Delaware Alcohol Beverage Serving License
- CPR/AED Certified

### Physical Requirements

- Sitting throughout the day, working with a computer
- Lifting and moving equipment and materials that weigh up to 25 pounds
- Standing for 4 hours a day or more

This job description includes, but is not limited to the duties and responsibilities as noted above. The essential functions of the job description are not exhaustive and may be supplemented.

**Equal Employment Opportunity:** The decisions and criteria governing the employment relationship with all employees are made in a non-discriminatory manner--without regard to age, race, color, national origin, gender, gender identity or expression, religion, physical or mental disability, medical condition, legally protected genetic information, marital status, veteran status, military status, sexual orientation, or any other factor determined to be an unlawful basis for such decisions by federal, state, or local statutes.