



## **Operations Manager Job Posting**

**Organization:** Bellevue Youth Symphony Orchestra (BYSO)  
**Position Title:** Operations Manager  
**Reports to:** Executive Director

BYSO is an equal opportunity/affirmative action employer

### **ORGANIZATIONAL DESCRIPTION:**

Bellevue Youth Symphony Orchestra (BYSO) is a 501(c)3 nonprofit organization in Bellevue, Washington, established to provide a positive and stimulating musical environment for Eastside youth. Now with six large orchestras and three smaller instrumental ensembles, we have been serving students ages six to 21 since 1964. BYSO is a healthy, fiscally stable organization with a dedicated Board poised to further its mission: *to enhance the lives of student musicians by providing dynamic musical experiences, fostering collaboration, confidence, and personal responsibility through the pursuit of artistic excellence.*

### **OVERVIEW:**

BYSO provides a wholesome and challenging atmosphere for young musicians who are seeking the extra stimulation of working beyond school programs. While we focus intensively on our students' musicianship, our commitment is to guide and support the whole person. BYSO uniquely complements and builds upon both school music programs and private instruction.

BYSO is seeking an Operations Manager who is a highly-motivated process driven individual with a collaborative spirit and passion for the mission. BYSO will be best served by the future Operations Managers' ability to develop and manage operational systems, mobilize volunteer resources for maximum impact and pursue performance improvements to further mission reach.

### **PURPOSE AND ROLE:**

As part of a dynamic Team, the Operations Manager will work closely with the Executive Director and Music Director to support administrative and program operations. This will include, assessing current processes to ensure efficiency of day-to-day operations as well as developing processes to carrying out long-range goals and strategies for the organization. The successful applicant will possess experience in nonprofit operational management and strong customer services skills with a proven ability to work independently.

The ideal candidate will possess many of the following attributes and qualities:

- Creative problem solving with strong quantitative, analytical and conceptual thinking skills.
- Accuracy and attention to detail required.
- Proven record of collaboration and building a strong team culture within an organization.
- Ability to synthesize information from various sources and manage competing priorities.
- Strong organizational and project management skills, including planning and task facilitation.
- Aptitude for technology; experience in Salesforce and/or other CRM tools a plus.
- Strong verbal communicator with extensive interpersonal and relationship-building skills.
- Self-motivated with a drive for improving operational systems and efficiency
- Demonstrates transparency and integrity along with a good sense of humor.
- A passion for the mission

#### **KEY AREAS OF RESPONSIBILITY:**

**Operational Management:** Oversee and strengthen organizational systems and infrastructure to improve operations and support the agency. Collaborate with staff, students, families, volunteers, and community partners to advance the BYSO. Manage essential internal functions, processes and procedures including, but not limited to: audition process, program facilities, administration and coordination of the BYSO office. Ensure systems are in place for consistent outcome evaluation across program ensembles. In collaboration with Executive Director and Music Director develop program survey and monitor data collection; analyze and communicate outcome results and identify/implement improvement strategies.

**Communications:** The Operations Manager will be a primary point of contact for parents, students and the general public in contact with BYSO. They will understand and identify the needs and requirements of students and families participating in BYSO ensembles and provide excellent customer service to support delivery of programs. The Operations manager will coordinate the delivery of all program-related communications including the weekly family newsletter.

**Volunteer Management:** BYSO promotes a culture of volunteerism by asking families to contribute to 4 hours of volunteer service per student. The Operations Manager will oversee the volunteer program including promoting and maintaining a wide range of volunteer opportunities within the organization. Additionally, the Operations Manager will provide administrative staff support to the Volunteer Program Committee.

#### **Database Management (Salesforce):**

BYSO uses Salesforce as a participant and donor database. The Operations Manager will work collaboratively with Executive leadership to ensure that the database provides the infrastructure to support overall organizational goals. Evaluates and improves systems and workflow related to program delivery, communication, and fund development.

**Required Criteria:**

- Bachelor's Degree
- Three (3) plus years operational management
- High aptitude for technology
- Experience in database management (Salesforce) preferred
- Excellent communication skills

**Submission:**

Please email resume and a cover letter including a personal statement expressing how the mission of BYSO aligns with your personal and professional goals.

**Compensation:**

\$52,000 - \$57,000

Medical Benefits

PTO and Paid Holidays

**Timeline:**

Resume deadline: September 5

Final Interviews anticipated: Week of September 13<sup>th</sup>

Position to be filled by: 1st week of