Position Description

Operations Manager

About MOCAD

The Museum of Contemporary Art Detroit (MOCAD) presents exhibitions and programs that explore the best of contemporary art, connecting Detroit and the global art world. MOCAD is focused on art as a means to nurture social change and human understanding, reflecting our community. We encourage innovative experimentation by artists, musicians, makers, cultural producers, and scholars to enrich all who participate and to educate visitors of all ages in the power of art. Whether from Detroit, or around the world, we welcome creative voices who can guide us to an equitable and inclusive future. We believe that art can change us, and it’s our responsibility to hold a space where challenge, acceptance, hope, and beauty can coincide.

MOCAD opened to the public in 2006. It is operated by a staff of roughly 25 employees who work to deliver two to three exhibition and programming seasons per year in both MOCAD’s main building and Mike Kelley’s Mobile Homestead. MOCAD is an Equal Opportunity Employer.

About the Role

The Operations Manager serves as the lead organizer and manager of all general office functions for the Museum of Contemporary Art Detroit. This position is the informational point person for staff and works closely with the Chief Operating Officer on Financial and HR-related tasks. Responsibilities also include working with other departments to create and maintain operational and administrative systems and other tasks as assigned. The Operations Manager exercises a high degree of independent judgment and initiative.

Classification

Status: Full-time, Exempt.

Compensation Range

$50K-$60K annually

Schedule

Monday-Friday; some evening and weekend hours as needed. In-office vs at-home schedules are determined between staff and their supervisors depending on organizational needs.

Key MOCAD Relationships

Supervised by: Chief Operating Officer

Key MOCAD relationships: This role will generally interact with staff members at all levels.
Responsibilities

Finance

- Analyze incoming financial documents for accuracy
- Process cash receipts; post payments by recording cash, checks, and credit card transactions in Quickbooks
- Process and record purchase requests, check requests, and petty cash disbursements
- Process and record cash transactions for earned income departments
- Assist in budget preparation and maintaining department, event, and exhibition budgets
- Enter checks into the bank account for fraud protection
- Reconcile monthly bank statements
- Assist with annual audit
- Create and maintain simple financial reports
- Create and issue invoices to customers, review past due invoices and follow up on collections
- Calculate and pay monthly sales tax
- Maintain financial files;

Human Resources

- Manage new hire orientation: add new hires to payroll; collect new hire paperwork and walk them through accessing benefits; train new hires in using the Paychex platform for check stubs, clocking in, and time off requests; set up alarm system/keys; update staff contact list
- Ensure that staff timecards are approved in Paychex, update PTO accrual and other staff information as necessary, and verify payroll is accurate before submission
- Act as point of contact for staff's HR issues or requests
- Handle staff grievances and ensure proper steps are taken to resolve any issue
- Schedule interviews and process HR notifications
- Assist with updating and creating job descriptions
- Act as a point of contact for benefits administration, submit and maintain benefit paperwork
- Maintain HR files;

Operations Management/Support

- Ensure internal and external standards are met in compliance with all operating procedures
- Provide oversight of day-to-day operations for earned revenue departments including Café, Store & Facility Rentals
- Ensure that contracts for artists, speakers, and performers are completed appropriately and in a timely fashion
- Assist staff with troubleshooting tech issues as they arise
- Resolve issues with utility providers such as Everstream, AT&T, etc.
Maintain computer/technology inventory and staff check out; maintain all records for internal use and for audit
Facilitate Quarterly Technology Inventorying
Maintain internal password database;

Facilities
Maintain documentation of facilities processes and other facilities documents
Ensure that facilities issues are documented correctly
Act as point of contact for facilities vendors including Pest Management, ADT, DWSD, WM, etc.
Maintain key inventory, staff check out, and key lock boxes.

Required Skills and Experience

- 4+ years of successful office management and/or accounting experience (non-profit preferred)
- A self-motivated individual with excellent planning and organizational skills, and creative approaches to problem-solving
- Must have strong written and oral communication skills, including consistent attention to grammar and punctuation.
- Must have the ability to maintain confidentiality and discretion.
- Demonstrated ability to maintain accuracy and attention to detail, particularly in data entry.
- Ability to work in a team environment.
- Excellent skills in Google Suite (Gmail, Drive, Calendar), Adobe PDF, Microsoft Office Suite (Word and Excel), and Zoom. Advanced proficiency in Quickbooks

Desired Skills and Experience
- Associate degree in business, accounting, or finance or an equivalent combination of education and experience
- Interest in contemporary art and culture
- Familiarity with DonorPerfect a plus
- Reliable transportation for running errands and attending off-site meetings, programs, and events on behalf of the Museum (mileage reimbursed.)