



CRESTED BUTTE CENTER FOR THE ARTS

Operations Manager

Job Description

Operations Manager

Job Status: Full-Time Salaried, Non-Exempt

Compensation: \$64,000-\$68,000, D.O.E + Benefits

Direct Report: Chief Business Officer (CBO)

Benefits Include:

- Health insurance
- Dental stipend of \$450/year
- Wellness Benefit of \$600/year
- Cell Phone Stipend of \$30/month
- Ability to contribute to SIMPLE IRA starting January 1, 2026 with employer matched contributions up to 3% annually
- 12 paid holidays per year
- 10 paid vacation days per year, plus April break paid time off (5 days)
- 6 paid sick days per year (48 hours)

Position Overview

The Operations Manager is responsible for ensuring smooth front-of-house operations and facility readiness while delivering an exemplary experience for all guests. This role collaborates across departments to advance the Center's mission and goals, setting the standard for a welcoming, memorable, and fun environment for staff and guests alike.

Responsibilities

Front-of-House Team Management:

- Hire, train, schedule, supervise, and evaluate the front-of-house team (including event, bar, security, and facilities staff) to ensure a high-quality guest experience.
- Develop a strong team of event captains to lead day-of event operations.
- Collaborate with Executive Leadership to cultivate positive front-of-house team culture and develop leadership skills within the team.
- Communicate organizational goals and priorities and other relevant information to the front-of-house team clearly and consistently.
- Approve hours and tips for all front-of-house staff on a biweekly basis.

Operational Systems + Processes

- Work with the Chief Business Officer (CBO) to update venue operating policies and procedures regularly to reflect evolving needs and best practices.
- Implement operational SOPs, conduct post-event analyses, and ensure interdepartmental communication is clear and efficient.
- Use metrics to monitor efficiency and effectiveness of operations systems, conducting seasonal audits and recommending improvements.

Venue Management

- Utilize the venue calendar and collaborate with all departments to ensure efficient, long-lead planning and scheduling for all Center spaces and resources.
- Collaborate with Programming, Development, and Marketing teams to coordinate venue logistics for all events and programs at the Center, and ensure appropriate levels of front-of-house staff.
- Create Banquet Event Orders (BEOs) for all programming events and oversee BEOs for rental events, ensuring consistency across all events.
- In collaboration with the CBO, ensure the safety of staff and guests through the implementation of building safety and security policies and act as Incident Commander when necessary.
- Implement and maintain a structured hospitality model, including developing a staff playbook for guest interactions.

Financial + Bar Management:

- Ensure accurate recording and reconciliation of all bar sales and tips.
- Code and submit all front-of-house-related invoices in a timely manner.
- Monitor bar performance and cost of goods sold. Adjust product offerings to achieve revenue goals and deliver a quality guest experience.
- Manage bar inventory using relevant organizational systems.
- Ensure compliance with liquor and food handling laws and internal policies.
- Enforce internal controls for day-of-event point-of-sale transactions and physical controls over bar products.
- Support the CBO in operations budgeting and forecasting, seeking cost efficiency without compromising guest experience.

Other Duties and Responsibilities:

- In collaboration with the CBO, oversee facility repairs and maintenance.
- Organize and manage on-site storage areas and related policies.
- Other duties and responsibilities, as deemed appropriate by the CBO.

Please note this job description is not designed to cover or contain a comprehensive listing of activities. The Center for the Arts is a collaborative organization that relies on teamwork to do great things.

Required Skills and Qualifications

- Minimum three (3) years of leadership experience in operations, hospitality, food and beverage, or related sectors.
- Outstanding personnel management, customer service, and troubleshooting skills.
- Proven ability to plan, manage, and optimize operational processes for efficiency and to meet changing organizational needs.
- Highly organized, collaborative, and self-directed.
- Proficiency with Microsoft Office and Google suites.
- Working knowledge of ticketing/POS systems and personnel scheduling systems
- Ability to effectively develop and maintain relationships with numerous constituencies (staff, guests, key building users, vendors, donors, Town contacts, etc.)
- Ability to lift 50 pounds, have reliable transportation, and perform sustained physical activities.

Additional Eligibility Qualifications:

Strong knowledge of event venue/theater operations and non-profit organizations is a decided plus.

Equal Opportunity Employment Statement

Center for the Arts (CFTA) is committed to having diverse voices in our organization and coalitions. We seek collaboration with those who bring a range of perspectives, skills, and experiences to the work of advancing our mission. We strongly encourage and seek applications from BIPOC (Black people, Indigenous peoples, and People of Color), people with disabilities, women, men, non-binary individuals, bilingual and/or bicultural individuals, immigrants, veterans, and queer/LGBT+ individuals. CFTA is an equal opportunity employer.

To Apply

This is a full-time position starting immediately. Email cover letter and resume with references to brett@crestedbuttearts.org. Please put 'Operations Manager' in the subject line. E.O.E. For more information on the Center for the Arts, please visit www.crestedbuttearts.org.

Deadline for Applications: Friday, June 27, 2025 at 12:00 PM MT