



# CRESTED BUTTE CENTER FOR THE ARTS

## Operations Manager

### Job Description

---

#### **Operations Manager**

*FOR INTERNAL HIRE ONLY*

**Job Status:** Full-Time, Year-Round, Exempt

**Compensation:** \$65,000-\$78,000

**Direct Report:** Chief Business Officer (CBO)

#### **Benefits Include:**

- Employer-sponsored health insurance OR \$300/month stipend
- \$450 annual dental stipend
- \$600 annual wellness stipend
- \$30/month cell phone stipend
- Employer-matching retirement contributions - up to 3% annually
- 12 paid holidays per year
- 10 paid vacation days per year plus 5 paid April break vacation days
- 48 hours paid sick leave per year
- Opportunity to flex time / use comp time
- Opportunities for professional development and artistic growth

#### **Position Overview**

The Operations Manager is responsible for ensuring smooth event 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.

This role is responsible for building and managing a high-functioning operations team and systems that ensure consistent, high-quality event execution. The Operations Manager prioritizes leadership, delegation, and planning over direct event execution.

This position balances their time between daytime planning/administration and on-site event oversight, with a focus on supporting the team rather than regularly serving in an Event Captain role.

## **Responsibilities:**

### **Front-of-House Team Leadership:**

- Oversee execution of all events following handoff from Programming and Operations support staff, ensuring Event Captains and teams are set up for success.
- Hire, train, schedule, supervise, and evaluate the front-of-house team (including event, bar, and security staff) to ensure a high-quality guest experience.
- Develop and manage a team of Event Captains who are responsible for leading day-of event execution, including staff management, guest experience, and operational flow.
- Effectively delegate event execution responsibilities to Event Captains and staff, ensuring clarity of ownership and accountability.
- Set clear expectations, provide consistent feedback, and hold staff accountable to performance standards, working with the CBO and HR Consultant as needed.
- Build and maintain a positive, professional, and team-oriented culture rooted in hospitality and respect.
- Collaborate with Executive Leadership to develop training programs and leadership skills within the team.
- Communicate organizational goals, priorities, and other relevant information to the front-of-house team clearly and consistently.
- Oversee volunteer scheduling and communication for events, ensuring volunteers are effectively recruited, integrated, and aligned with operational and service standards

### **Operational Systems + Processes:**

- Work with the CBO to implement and 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 data to monitor efficiency and effectiveness of operations systems, conducting seasonal audits and recommending improvements.
- Develop and maintain simple, sustainable systems that reduce reliance on any one individual and support long-term operational consistency.

### **Venue Management:**

- Collaborate with Programming, Development, and Marketing teams to coordinate long-lead planning and venue logistics for all events and programs at the Center, and ensure appropriate levels of front-of-house staff.
- Ensure that Banquet Event Orders (BEOs) are executed for all programming and rental events, ensuring consistency for guests and staff across 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.

- Provide on-site event oversight as needed to support staff and ensure quality, without regularly serving as the primary Event Captain.

#### **Financial + Bar Management:**

- Ensure accurate recording and reconciliation of all bar sales and tips.
- Approve hours and calculate tips for all front-of-house staff on a biweekly basis.
- 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.
- Ensure bar inventory is managed using relevant organizational systems.
- Ensure compliance with liquor and food-handling laws and internal policies. Maintain local and state licenses and certifications as required by law.
- 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:**

- Manage on-site storage areas and related policies.
- Other duties and responsibilities, as deemed appropriate.

This role is expected to operate with a high degree of ownership, independent judgment on matters of significance, and leadership, ensuring the operations team is supported, effective, and set up for success.

*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 leadership, 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-motivated.
- 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, non-profit organizations, and planning and executing large-scale events like weddings, banquets, and festivals 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](mailto: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](http://www.crestedbuttearts.org).

**Deadline for Applications: Deadline for Applications:** The position is open until filled, with the first review date on April 29, 2026. *This position is for internal hire only.*

The Center for the Arts will provide reasonable accommodation to qualified applicants with disabilities during the application and hiring process. To request an accommodation, please include your request with your application.