

## WHO WE ARE

The Adult Recreational Choir Society of Calgary (ARC) was formed in 2002 to provide creative and challenging opportunities for adults to enrich their lives through musical expression and performance. Growing to three choirs under the ARC umbrella over two decades, all programs are non-auditioned and feature challenging, eclectic and variegated repertoire. A diverse membership participates in ARC programs, including those that come from different backgrounds, ages and stages; adding variety and creating a stimulating and supportive community environment for all. ARC performances are characterized by professional staging, colourful costumes, and choreography complementing the music. The organization prides itself not only on our high performance value, but on our strong community and connected culture.

## POSITION OVERVIEW

ARC is seeking a highly motivated and experienced Operations Director to oversee the organizational, administrative, financial, and program management functions of our organization. The successful candidate will be responsible for ensuring that the choir operates efficiently, effectively, and sustainably, while also advancing the choir's mission, vision, and values.

Reporting to the ARC Board of Directors and responsible for an Operations Team, the Operations Director provides oversight of all aspects of operational and administrative functions. Direct reports to the Operations Director include: Business Manager, Volunteer Coordinator, Marketing & Communications Coordinator, and System Support Administrator. Alongside the Artistic Director, the Operations Director will build a cohesive, inclusive and high-performance team while actively promoting a positive community atmosphere within ARC.

The Artistic Director and Operations Director work as equals to execute the Artistic Vision and ensure the successful operation of the organization. The Operations Director plays a key role in supporting the artistic vision through event and project management, building plans, and providing necessary support. The Operations Director and Artistic Director work closely together to achieve the goals established in the Strategic Plan, in collaboration with the ARC Board of Directors. Four key focus areas have been identified: Organizational Leadership, Financial Management, Administrative & Human Resource Management, and Systems & Supports.

Responsibilities include, but may not be limited to:

### ORGANIZATIONAL LEADERSHIP

The Operations Director is responsible for leading and executing an operational plan for the coming season in support of the strategic plan and artistic vision. Together with committees of the board and volunteers, the Operations Director ensures the execution of strategic priorities, including identification of opportunity to improve services, enhance efficiency, and streamline business functions wherever possible.

### FINANCIAL MANAGEMENT, FUND DEVELOPMENT, GRANTS & GAMING

The Operations Director is responsible for developing the annual budget, project budgets and business financial plans in conjunction with the Artistic Director, Business Manager and Finance Committee/Treasurer. In addition, the incumbent will ensure an annual fund development plan is developed with the Fund Development Committee; gaming licensing and reporting requirements fulfilled; and grant applications to principal funders and reports are submitted on ARC's behalf.

### ADMINISTRATIVE & HUMAN RESOURCE MANAGEMENT

The Operations Director plans the non-artistic human resource needs of ARC, including paid and volunteer positions. This includes recruitment, training, supervision, evaluation and management of the Operations Team. Regularly reviewing the Systems and Supports.

## SYSTEMS & SUPPORTS

With a continuous improvement and customer service-oriented mindset, the Operations Director contributes to the ongoing development of ARC systems infrastructure. ARC has recently migrated to a new CRM system and website with a goal to continue building out the efficiency and functionality of the system. A short term goal is to work with the administrative and artistic team to establish and launch a volunteer portal. A long term goal is to understand and use the CRM to establish metrics and reports that will support and further ARC's mission.

## QUALIFICATIONS

- Post-secondary education in a business or related discipline
- Minimum 3–5 years experience supervising, managing and leading staff and volunteers in a not-for-profit organization; prior experience working with a Board of Directors desirable
- Previous arts administration experience as a volunteer or professional preferred
- Exceptional project and financial management skills; event production, audience development and/or performing arts experience an asset
- Superior oral and written communication and interpersonal skills; ability to work with a diverse stakeholder group
- Customer service focus
- Familiarity and experience working in digital platforms; comfort and experience in online marketing, website development and systems integration considered an asset

## SALARY

This is a part-time (average of 64 hours/month), contract role with the understanding that ARC activities are cyclical (i.e., some months will be busier than others.)

\$28-\$35 per hour, commensurate with experience

## TO APPLY

- Include: Please include a cover letter and resume outlining your interest and related experiences and qualifications.
- Submit to: Chair, Operations Director Search, ARC
- Address: [careers@archoirs.org](mailto:careers@archoirs.org)
- Deadline: Applications will be accepted until a suitable candidate has been found.

We thank all applicants for their interest. Only those candidates selected for an interview will be contacted.

## ABOUT ARC

ARC is comprised of three choirs: Up2Something (mixed choir), She'sUp2Something (women's choir), and SomethingGood (mixed choir, community performances). Up2Something and She'sUp2Something perform two main concerts each year; a Christmas show in early December, and a season finale in early June. Audience support for these productions has grown to more than 2,500 people annually. SomethingGood spends their time in the Calgary community providing free performances that are interactive and encourage audience participation. In addition to these signature events, the ARC hosts fundraising Talent Shows for our membership each spring and fall. Prior to the pandemic, ARC choirs have also participated in ChoralFest, Calgary Sings, and have been a guest performer with other local choirs.

ARC is most distinguished from other similar community choirs in a number of respects, most notably a strong and committed membership who not only enjoy singing together, but who also form strong personal connections. Programs are strongly supported by volunteers, who contribute over 6,000 hours each season to areas vital to ARC's success. Funding comes from a variety of sources, including membership fees, grants, sponsorship, donations, casino revenue and ticket sales. ARC is a registered charitable organization. More information may be found at [www.archoirs.org](http://www.archoirs.org).