



Creativity • Learning • Compassion • Collaboration • Inclusion

Title: Business & Operations Manager - Art Well Kits
Chapter: HQ
Pay Range: \$40,000 - 55,000
FLSA Classification: Exempt
Posting Date: 6/1/2019
Closing Date: N/A
Mission
<p>Arts For Life is a 501(c)(3) nonprofit organization dedicated to supporting pediatric patients and family members through arts education and engagement. By providing educational art programs, we enrich patient's lives, nurture their minds and spirits, and encourage positive healthcare experiences for children and their families. We currently serve children and family members in four chapter communities across North Carolina.</p> <p>About Art Well Kits: Art Well Kits is a subsidiary of Arts For Life. Arts For Life's primary activities include teacher-facilitated artmaking and creative experiences; Art Well Kits fulfill a need for art-based activities that patients and family members can experience independent of a trained art teacher. Art Well Kits are primarily marketed to hospitals and clinics on a subscription model, as well as retail presence for schools, daycares, summer camps, and individuals.</p>
Position Summary
<p>Arts For Life is seeking an experienced Business & Operations Manager to lead and oversee the work of Art Well Kits, an earned-revenue division of the nonprofit organization Arts For Life. The Business & Operations Manager will be responsible for establishing and growing successful sales relationships, setting and achieving strategic marketing goals, coordinating all aspects of kit production (from idea to warehouse), and ensuring the efficiency of business operations.</p> <p>The goal will be to ensure the profitability of Art Well Kits' activities to drive sustainable development and long-term success, thereby supporting the mission of Arts For Life, as well as identifying additional strategic partnership opportunities with prospective hospital partners as well as retail opportunities.</p>
Scope of Position
<p>The Business & Operations Manager reports to the Executive Director and has overall responsibility for Art Well Kits, directly supervising Art Well Kits' other staff, contractors, and consultants.</p> <p>The ideal Business & Operations Manager is well-versed and experienced in all matters business, sales, and product development. They are an effective leader able to build a successful business matching the vision and culture set forth by Arts For Life and Art Well Kits. They are both driven by results <i>and</i> motivated by a personal mission to make a difference in the world. They have an entrepreneurial spirit and excel at execution, setting and keeping to</p>

deadlines, and coordinating the many moving parts and people who make Art Well Kits happen. They are based in Asheville, NC, or within a reasonable driving distance (for as frequently as weekly trips to the warehouse in Asheville).

Responsibilities and Duties

The Business & Operations Manager:

- In conjunction with Arts For Life leadership and consultants, designs and implements business plans and strategies to meet financial and mission-aligned goals of Art Well Kits, by securing consistent sales that meet business goals, including – but not limited to – subscription clients for Art Well Kits.
- Assesses new opportunities in current and potential markets.
- Develops website, print and online materials, and sales materials for the company.
- Manages social media accounts for the company.
- Maintains positive communication with clients and ensure timely and quality delivery of their subscriptions.
- Ensures that the company has the adequate and suitable resources to conduct its activities (e.g. people, material, equipment, etc.)
- Organizes and coordinates operations in ways that ensure maximum productivity.
- Ensures production of art well kits is timely, quality, and sufficient to meet all orders.
- Supervises the work of employees and provide feedback and counsel to improve efficiency and effectiveness.
- Gathers, analyzes and interprets external and internal data and write reports.
- Assesses overall company performance against objectives.
- Represents the company at events, conferences, etc.
- Ensures adherence to legal rules and guidelines.

Other Functions

The Business & Operations Manager may occasionally perform other strategic duties as requested.

Qualifications

This position requires:

- Proven experience as a successful sales manager
- Proven experience in product development and production
- Proven experience as business manager or relevant experience
- Excellent organizational and leadership skills
- Outstanding communication and interpersonal abilities
- Thorough understanding of diverse business processes and strategy development
- Excellent knowledge of MS Office, databases, and information systems
- Good understanding of research methods and data analysis techniques
- Reliable vehicle and ability to travel throughout North Carolina and the U.S. to represent Art Well Kits
- BSc/Ba in Business Management or relevant field; MSc/MA will be a plus
- Experience in the healthcare industry will be a plus

This position also requires up-to-date immunizations, annual flu shots, and satisfactory background check.

Sample Job Duties

- Meeting with key hospital personnel across the country
- Attending conferences to market Art Well Kits
- Managing and meeting with Marketing + Creative team and Production team
- Creating Marketing Plan for Art Well Kits
- Implementing evaluation tools to determine effectiveness of kits
- Preparing sales reports for Arts For Life leadership
- Preparing budgets and financial statements and forecasting
- Visiting the warehouse to oversee production and ensure quality control

Environment

The Business & Operations Manager will be based in Asheville, NC, or within a reasonable driving distance. Business & Operations Manager will work remotely, with regular travel to Art Well Kits warehouse in Asheville, NC.

Physical Requirements

The physical requirements of this position are considered light work and may include: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, repetitive motion. The worker is required to have close visual acuity to perform activities such as preparing and analyzing data and figures, viewing a computer terminal, visual inspection involving small defects and small parts. As a result of time spent in the hospital setting, the worker may be exposed to infectious diseases within a hospital setting.

EEO Statement

Arts For Life is committed to equality of employment and does not discriminate against applicants or employees based on race, color, national origin, religion, sex, gender identity, sexual orientation, age, disability, genetic information or veteran status. Moreover, Arts For Life values diversity and actively seeks to recruit talented staff from diverse backgrounds.

This position is subject to the successful completion of an employment background check. An employment background check includes a criminal background check, employment verification, reference checks, license verification (if applicable), academic verification and credit history check (if applicable).

Last revised: 6/10/2019