



**Job Description**  
**Operations Manager, Kingston WritersFest Inc.**

**Position Summary**

Reporting to the Artistic Director, the Operations Manager has a shared responsibility for the overall management and operations of Kingston WritersFest Inc, including The Festival and its offseason events and activities. Adhering to the vision and mission of the festival, and in keeping with the philosophy and policies of the festival, as approved by the Board of Directors, the Operations Manager has specific responsibility for financial management, and works with the Board to ensure the sustainability of the Kingston WritersFest corporation.

The Operations Manager is an ex-officio member of the Board of Directors and as such attends all Board meetings and subcommittee meetings as required.

The Operations Manager is responsible for effective management of the day-to-day operations of the WritersFest corporation and its staff, and specifically, overseeing budgeting, finance, and human resources management and customer care.

To meet these responsibilities, provides effective supervision to the following part-time contract or volunteer roles that report to the Operations Manager:

Administrative Assistant  
Writers Services Manager  
Box Office Manager

The Operations Manager also works closely with the following independent hourly-rate (not part of staff) specialists:

Accountant  
Bookkeeper  
Web master/IT specialist

**Key Responsibilities**

***Finance***

- Oversees the financial operations of the festival including tracking of revenue and monitoring of expenditures; receivables and payables
- Ensures that all financial policies, controls, and procedures are in accordance with the directives of the Board and other applicable financial policies, procedures, and practices

- Creates the annual operating budget, in consultation with the Artistic Director and Board's Finance Advisory Committee
- Administers the funds of the WritersFest corporation according to the approved budget and contractual obligations
- Reconciles the operating budget to monthly financial statements; approves and forwards draft financial statements to Finance Advisory for review and final approval
- Provides the Board with updates as required, in conjunction with the Board Treasurer
- Reviews and approves incoming invoices and expense claims
- Reviews and analyzes cashflow and any budget variations on a regular basis, in consultation with the bookkeeper and the Board Treasurer, and promptly recommends appropriate corrective action to the Board Finance Advisory Committee
- Ensures that sound bookkeeping and accounting procedures are in place
- Acts as signing officer in accordance with the financial signing authority policy as determined by the Board
- Ensures compliance with legislation covering taxation, charitable receipting, and withholding payments
- Creates and maintains a fund tracker spreadsheet: a detailed database of grants, and of private funders and sponsors, and inputs and maintains an accurate account of private cash and in-kind sponsorships and donations
- Liaises with bookseller regarding ordering list and quantities of books of confirmed authors
- Creates and maintains tracking system of artist fees and per diems, artist travel and accommodation
- Liaises with auditor on annual financial audit.

### ***Funding***

- Develops fund development budget and monitors fund development expenses.
- Monitors private funding revenues (both cash and in-kind) and obligations, including providing actuals reports
- Oversees fulfillment of advantages, as itemized in letters of agreement
- Creates and maintains a timetable for grant application due dates and final report deadlines
- Provides statistical and budget support materials for grant applications
- Ensures an accurate tracking system of private donations and the timely issuing of charitable receipts
- Prepares a final wrap-up document itemizing public and private sponsorship for inclusion in reports to sponsors, funders, and grantors

### ***Operations***

- Oversees the efficient and effective day-to-day operation of the organization; supervises the Administrative Assistant
- Develops and implements an operational plan that incorporates goals, objectives, and specific activities and timelines based upon the strategic plan, in consultation with the Artistic Director
- Develops administration budget and monitors administrative expenses

- Ensures that the operation of the WritersFest corporation meets accepted standards, legal safety requirements, and the expectations of its audience, artists, volunteers, and Board of Directors
- Drafts policies regarding the planning and operation of the WritersFest corporation for the approval of the Board of Directors and prepares implementation procedures; regularly reviews existing policies and recommends changes to the Board of Directors, as appropriate
- Maintains an inventory and oversees the operation, maintenance, and safeguarding of all festival physical assets; makes recommendations to the Board regarding capital purchases
- Ensures that all aspects of The Festival are effectively evaluated and the results communicated to the Board of Directors, the Artistic Director and Portfolio Managers, and funders as required
- Develops and maintains filing and internal communications systems, both digital and print, and ensures that personnel, author, donor and Board member files are securely stored and that privacy and confidentiality are maintained, in accordance with privacy laws
- Ensures that updates, renewals, and maintenance of website and other communications platforms are performed.

### ***Human Resources***

- Supervises staff that report to the Operations Manager, and provides direction and/or monitoring of contractors and volunteers, as appropriate
- Offers remedial correction and/or further training to staff if necessary, advises employee of probationary terms, and keeps confidential records of steps taken
- Is responsible for recruiting process for permanent staffing requirements
- Is responsible for recruiting and selecting contract staff and volunteers receiving an honorarium; prepares all required documents for signature
- Is responsible for sourcing and hiring hourly contractors/services that support/maintain equipment, and administrative and financial procedures
- Ensures the implementation of human resources policies, procedures, and practices.
- Reviews job descriptions and contracts, and revises, as required
- In collaboration with Board's Human Resources Committee, recommends changes to HR policies and procedures, including updates of job descriptions and annual salary and benefits reviews
- Ensures that new permanent staff sign letters of employment, code of conduct, and privacy policy, and administers employee orientation, including review of job description, operational plans, and human resources policies
- Ensure that contract workers, upon hire, sign a contract that lays out terms and conditions, rate of remuneration, as well as a code of conduct, privacy policy and health and safety
- Ensures the provision of appropriate training and job-related career development for staff within the approved budget
- Ensures the accuracy of payroll and staff benefit calculations
- Terminates employment using ethical and legally defensible procedure, and communicates clearly with the Board regarding these decisions. Maintains confidential documentation on file

- Ensures that any festival property in an employee or contractor's care is returned to the organization upon their resignation or end of contract
- Informs staff of Board management decisions and policies which affect their position or their work
- Establishes a positive, healthy, and safe work environment in accordance with legislation and regulations
- Promotes an effective team approach throughout the organization
- Ensures staff/volunteer personnel files are complete and up to date. Stores files in a secure setting along with Board member and donor files, and respects the *Personal Information Protection and Electronic Documents Act*.
- Ensures that contract workers, Board members, and volunteers read and sign code of conduct and privacy policy annually.

### ***Office management***

- Negotiates and renews rental contracts (office space, office equipment, etc.) and consults with Board as necessary
- Ensures safety and functionality of office equipment and liaises with service departments for repair
- Investigates and budgets for replacement equipment.

### ***Box office and ticket sales***

- Reviews and recommends revisions to ticket prices and festival box office reporting system, in preparation for the budget
- Researches independent box office systems and keeps abreast of developments that might benefit or affect the festival and its audience
- Primary liaison with ticket selling platforms or providers; reviews and renews contracts, as needed
- Develops and maintains ticket sales spreadsheet and monitors event ticket sales
- Develops, maintains, and monitors complimentary ticket recording system, including fulfilment and distribution
- Orders festival-printed tickets for onsite sales
- Recruits, trains, schedules, and oversees festival box office managers
- Ensures accurate tracking of daily cash flow onsite at festival
- Ensures that cash from ticket sales and any other cash revenue is stored securely and deposited promptly
- Post-festival, finalizes ticket tracker, and prepares ticket sales report and statistical analysis.

### ***Risk management***

- Identifies, evaluates and manages risks to the WritersFest corporation's staff, Board, and volunteers, property, finances, goodwill, and image, and implements measures to mitigate risks
- Ensures that the corporation carries up to date and adequate liability insurance coverage, and advises board of any changes to coverage
- Manages the paper filing system and ensures secure and proper storage of confidential files, cash, and other assets of the WritersFest corporation

- Maintains a tracking system for keys to office space and locked file cabinet
- Ensures that the corporation is in compliance with government employment and health and safety regulations.

## **Qualifications:**

### ***Experience***

- Minimum 3 years financial and administrative practices and management, preferably in a cultural not-for-profit organization
- Budget creation and management
- Public and private-sector funding and fund development management and practices
- Federal and provincial legislation as it applies to the charitable sector
- Working with a board of directors
- Human resources management
- Proven leadership experience.

### ***Education***

- University degree or College diploma in finance, or a degree or diploma in a related field or commensurate professional experience

The Operations Manager should demonstrate competence in the following:

- Day-to-day operational aspects of a not-for-profit organization
- Preparing comprehensive budgets
- Overseeing financial accounts to the standard of generally accepted accounting principles
- Contract negotiation
- Reporting on revenue and expenditure, and making budgetary recommendations
- Strategic planning
- Creating and executing a sound operational plan, based on Board-approved Strategic Plan
- Drafting operational policies and procedures
- Human Resources management
- Effective written and verbal communication skills.
- Leadership skills, including effective team building and supervision.

### ***Working Conditions***

- The Operations Manager works in a shared office environment. The mission of the organization often requires attendance at meetings. In addition, some travel is required.
- The Operations Manager is expected to be available during standard working hours; in addition, the Operations Manager will be required to work some evenings and weekends to accommodate activities, such as, public and Festival meetings and representing the organization at public events.