

Operations Manager: Detailed Job Description, Personal Requirements (5/15/20)

Education: High School, Technical School or Bachelor Degree

Job Description: The Operations Manager is in charge of maintaining the facilities and grounds at the I-Park Foundation, Inc. (i-park.org), a non-profit artists-in-residence program in East Haddam, Connecticut. Artists from around the world, working in various disciplines, are invited to spend (typically) 4-weeks in this beautiful natural setting working on their creative projects. The structures include a 6 bedroom residence facility, an office, a presentation space, 8 artists' studios and numerous out buildings. The grounds cover 26 acres not including the pond. Certain aspects of artists' support are also included in this position. While it may be difficult to find someone with all the skills and experience outlined, candidates should be able to handle most of the responsibilities. And, of course, training will be made available where needed.

Job Type: Full-time, salaried

Work Week: 45 hours during the residency season (generally April through November), 40 hours in the off-season

Salary: Commensurate with level of skills and experience

Benefits: Group insurance, paid holiday, vacation and personal time

I-Park is looking to fill this position as soon as possible. Please send your resume and cover letter to career@i-park.org and address the following questions in your cover letter, or if you are applying through Indeed, where indicated on the form:

If offered this job, when would you be able to start?

About how many miles away are you from East Haddam, CT?

Do you have any experience with or connection to the realm of fine arts?

Required Skills, Experience

- Project management
- Budget management
- Time management, planning: the ability to balance the need to attend to the urgent tasks at hand while setting aside time each week to make headway on long-term projects
- Creating and maintaining organization systems
- Purchasing, negotiating, writing requests for proposals, vendor assessments
- Technical savviness (see below)
- Sharp observation skills
- Ability to create and maintain preventive maintenance schedules using digital tools
- Vehicle, machine and equipment operation
- Ability to manage an artists' workshop outfitted with power tools, a welder, electric kiln, etc.

Personal Attributes

- Motivated to create a neat, quiet, organized, safe, comfortable living and work environment for our guest artists
- Reliability, integrity
- Calm demeanor
- Competent communication skills
- Respect for I-Park's policies and customs
- Responsiveness, resourcefulness

Physical Requirements of the Position

- Ability to lift and carry up to 50 pounds
- Ability, on occasion, to lift and carry up to 70 pounds
- Ability, on occasion, to work from a 16 foot ladder

Job Responsibilities

- Artists' Support
 - Studio preparations: quality control checklists, personalized up-fits, amenities and repairs as needed
 - Periodic painting of the working walls
 - Facilitate artists' departure checklist: return items on loan, keys, survey, scrapbook entry
 - Check and secure studios at end of each session: report damages, missing items – document general observations, suggestions
 - Maintain artists' equipment and supplies inventories
 - Respond to artists' inquiries and requests for physical or technical assistance, help them solve problems and eliminate obstacles to realizing the artistic goals for their residencies
 - Be sensitive to any interpersonal issues observed
 - Coordinate travel arrangements, do pickups and drop-offs at the train station, bus station and airport – assist with other transportations requests: taxi, shuttle bus, Uber, etc.
- Manage independent contractors
 - Housekeeping service
 - Lawn mowing service
 - Trash removal service
 - Vehicle, equipment repair services
 - Piano tuner
 - Wi-fi consultant
 - Electrician
 - Plumber
 - Pest control service
- Manage vendors
 - Vehicle, equipment, including equipment rental, vendors
 - Materials and supplies vendors
 - Propane, heating oil vendors, including maintenance service contracts

- Perform Repairs and Maintenance Tasks in the Following Areas
 - Artists' studios and the artists' workshop
 - Residence Facility
 - General Facilities, including the presentation space and office
 - Grounds, including the gardens and trails
- Handle These Important Technical Areas
 - Manage wi-fi network
 - Maintain, trouble shoot the audio/visual equipment
 - Maintain and program the low voltage lighting system (extensive system)
 - NEST temperature control system
 - Cable and telephone systems
 - Help desk for workstations, printers
 - Digital music gear, pianos
 - GPS mapping
 - Aerial drone
- Grounds Keeping
 - Mow and string trim around the studios and the areas behind the Residence Facility (lawn mowing service mows the main lawn and fields)
 - Maintain the gardens and trails
 - Snow shoveling, operating a snow blower
 - Raking leaves, applying fertilizer
 - Debris pickup around the main campus as needed
 - Oversee recycling and composting systems
 - Maintain inventory of various fuels and lawn, garden and automotive supplies
 - Maintain inventory of household and cleaning supplies
 - Maintain the garden and equipment sheds: tools, lawn and garden supplies
- Health and Safety
 - Maintain and update the offerings in the first aid station, post safety placards as appropriate in safety information area and elsewhere – with a special focus on Covid best practices
 - Become educated on the symptoms of Lyme disease and how to deal with a tick bite
 - Be able to communicate your knowledge to the artists at the beginning of the residency, including how to reduce the risks of a tick bite
 - Become knowledgeable as to the locations of the local clinics that specialize in certain types of health issues as well as the payment terms for those artists lacking insurance coverage
 - Become educated on the risks of working within the natural environment e.g., poisonous plants and insects
 - Oversee the artists' workshop, assuring that the equipment is functioning properly and that those working in this space are observing common sense safety guidelines
 - Oversee the proper handling and disposal of dangerous chemicals, be proactive if there's any suspicion that such chemicals are entering the septic system or being dumped on the land into the waters of I-Park
 - Monitor potable water quality

- Security
 - Maintain order and accountability with the key system
 - Perform end of day, end of week lock-up/check-out procedure – be sure restricted areas are being kept locked at all times – and that all facilities are secure at the end of each session and when we're in shutdown mode
 - Immediately report any accidents/incidents, security breaches and any unauthorized individuals observed or reported on site
- Regulatory Compliance Familiarity
 - ADA, including experience providing individualized accommodations to guests with disabilities
 - Enforcement of OSHA regulations and customary safety protocols
- Administrative Responsibilities
 - Approve, code vendor, subcontractor invoices and receipts, submit timely to bookkeeping
 - Participate in meetings
 - Weekly meeting with supervisor
 - Monthly staff meeting
 - Quarterly facilities committee meeting
- Other Duties
 - Be available to assist with after-hours emergencies
 - Manage volunteers who help with artists' support and gardens and trails maintenance
 - Events preparations ([click here](#) for the 2020 events calendar)
 - Special Research Projects