



## Business Operations Manager

\$60K - \$65K

With a joyous love of song and an inviting spirit, Tosco Music is a nonprofit organization that breaks down the barriers between performers and audiences to celebrate the incredible power of music and bring people together. For over 30 years, Tosco Music has proudly presented a diverse variety of performers, fostered a sense of community among listeners and performers and connected professional and amateur musicians to share and inspire one another.

Born from intimate living room jam sessions in Charlotte, NC, Tosco Music Parties have grown into popular community concerts where nationally recognized acts share the stage with undiscovered artists and audience members are invited to sing along throughout the evening.

For over 30 years, Tosco Music has been highly successful as a volunteer-led organization. We are prepared and ready to move forward and develop the organization. Tosco Music is seeking to hire a Business Operations Manager to partner with our executive director, John Tosco in leading and managing the transition and growth of the organization into an employee-led company.

### Position Summary

Reporting to the Executive Director, the Business Operations Manager will be an involved, pragmatic manager who will develop and implement business operations and financial policy that will prepare the organization for growth and added staff. The Business Operations Manager will play a key role in Tosco Music's success. As a central figure in the business infrastructure of the organization, the Business Operations Manager will be integral in the following:

- planning, developing, creating and implementing the organization's operations infrastructure;
- creating, implementing and maintaining operational integrity, overseeing fiscal controls, and leading financial administration, business planning, and budgeting; and
- securing the foundation for the organization to build an expanded artistic vision and to continue to build sustainable growth over time.

### Roles & Responsibilities

#### 1. Financial Operations

Ensure the responsible management of Tosco Music's financial assets and provide strategic recommendations to the executive director and the board of directors on operational and financial issues as they arise.

- a. Accounts Payable/Receivable – ensure timely and accurate processing of payments made and received



- b. Monthly Financial Reconciliation – ensure timely and accurate record-keeping of monthly financial reports
  - c. Financial Analysis and Recommendations – review financial records monthly and quarterly and make recommendations for improvements or opportunities to decrease expenses or increase revenue
  - d. Build Internal Processes - document financial operations processes and procedures to further build internal infrastructure for success with expanding staff when revenue supports adding new positions
2. Donor & Sponsor Operations
- a. Donor Operations – utilizing Donor Perfect, facilitate accurate and timely gift acknowledgements, renewal requests, and annual consolidated receipts for all levels of membership and the major donor giving circle (Living Room Society), working with Program Assistant and Board LRS Ambassadors
  - b. Donor Analysis – review donor records to recommend donor cultivation efforts and facilitate strategies determined in partnership with Executive Director
  - c. Sponsorships – assist with appeals and fulfillment of benefits in partnership with Executive Director
  - d. Major Donor Events – facilitate VIP Lounge & LRS Appreciation Gatherings or other donor events in partnership with the Executive Director and Board LRS Ambassadors
  - e. Build Internal Processes - document donor relations processes and procedures
3. Grant Operations
- a. Build Internal Processes - document grant processes and procedures
  - b. Manage and increase grant funding – facilitate the proposal pipeline and grant reporting processes to leverage opportunities, ensure timely submissions, and generate increasing levels of grant funding; provide strategic oversight of grants, work with the Executive Director to ensure compliance with grant terms and conditions; ensure all grant proposals are completed in a superior and timely manner, including proactively managing colleagues responsible for necessary grant-reporting components
  - c. Operating Support Funding – continue and further develop outcome tracking for mandatory reporting on program delivery and participation, facilitate all other reporting, and complete annual renewal application, working with contracted accounting services to ensure accurate financial reports are provided
  - d. New Funding Opportunities - identify new grants, manage application processes and required reporting in partnership with the Executive Director and Program Assistant



#### 4. Developing Staff Infrastructure

- a. Organization Development – Support the Executive Director with the development of the future organization structure, ensuring that internal processes are in place for the recruitment, onboarding and development of staff
- b. Staff Additions – oversee the hiring and onboarding processes for priority positions of Donor Operations Specialist and Grant Specialist, reassigning and supervising related duties described above. Assist with any future additions to the organization

#### Qualifications

- You are excited to lead through a lens of equity, cultural awareness, and sensitivity.
- As you will be helping to build the organization, and as this is one of the first roles to join the organization, you must be someone who is willing to be hands and responsible for tasks as we set up processes and build the organization.
- You are a confident and creative problem solver with the ability to think critically and make informed recommendations for process improvement, supported by sound project management and change management experience.
- Strong organizational skills, high energy, highly detail-oriented, proactive and demonstrated ability to manage multiple complex projects, develop work plans and meet target goals and objectives
- Bachelor's Degree or equivalent combination of education and experience.
- At least 3 years of business operations experience in a leadership role, including financial reporting and analysis, development of processes and procedure and management/supervision of employees.
- Prior experience with donor relations processes stewarding donor relationships.
- Proficiency with Donor Perfect or equivalent Constituent Relationship Management (CRM) database applications.
- Nonprofit outcome-tracking and grant management experience including sourcing and submitting applications.
- Computer proficiency including Microsoft Office applications (Word, Excel, PowerPoint) and cloud storage applications (Drobox)

#### To Apply

Please send your resume together with a cover letter to [jobs@toscomusic.org](mailto:jobs@toscomusic.org). In your cover letter please outline how your past experience aligns with the expectations for this position.