



Job Title: Operations Coordinator
Full-Time, Exempt
Supervisor: Executive Director

Job Description: Young Audiences of Houston seeks a motivated and highly organized individual that appreciates and enjoys interaction with and supporting K-12 school and community venue leadership and visual and performing artists of all disciplines. The Operations Coordinator assists and supports all aspects of scheduling, producing invoices, artist paperwork, and maintaining detailed reports. This position works with and interfaces with the entire staff at Young Audiences of Houston and works closely with the Bookkeeper. This position requires a proactive approach to seeking information, close attention to details, highly organized, and a strong leadership disposition when interfacing with clients, artists, and YAH staff. This position will meet or exceed their annual programming goals to support reach and impact for the organization.

The responsibilities of this position include:

- Schedule and process all YAH artist paperwork (AVF's) through Overture
- Create and send all associated program invoices through Overture
- Send all associated Curriculum Connection Guides, Tech Requirements and Program Evaluations to ensure high YAH standards and consistency
- Alert the Program Director when corresponding materials, and program materials are missing, so they are produced
- Support timely invoice collection on all programming as needed, with weekly invoicing, monthly past due invoice reminders and notices, and follow-up calls and communication weekly with the Bookkeeper
- Maintain high customer service standards and support site contact/client relationships in all aspects of scheduling
- Communication daily with clients for programmatic assistance and support
- Understand and maintain YAH policies and procedures as outlined in the Artist Handbook and they are being followed by all clients, vendors, artists, and YAH staff
- Maintain and manage all scheduling records through Overture and provide recommendations on any adjustments or changes needed
- Update the YAH website content as needed to ensure high standards and accuracy (free public programs and annual program summaries)
- Attend conferences, presentations, or events as needed to promote YAH programming
- Answer incoming phone calls and respond to e-mail and mail promptly
- Maintain accurate scheduling office files on Box (outstanding invoices, paid invoices, new AVF's, artist payroll, etc...)
- Maintain and update contact lists and artist pages (in Overture) for use in marketing materials
- Assist with department mailouts and electronic marketing campaigns
- Assist with the coordination of the annual family events annually as needed
- Provide and track reports for programming as needed by the Executive Director
- Process incoming checks through standard YAH procedures

- Conduct occasional visits to preview programs, to better understand content when scheduling for artists – site visits and events should not take precedence over scheduling and invoicing
- Attending YAH special events as needed

Requirements:

- Bachelor's degree in the arts, business, communications or a related field
- Ability to handle a high volume of telephone and email interactions
- Experience with scheduling and correspondence
- Ability to multi-task, organize, and prioritize assignments
- Superior written and verbal communication skills including grammatical accuracy
- Proficiency with Microsoft Office Systems
- Ability to sit for long periods of time and lift and/or move at least 30+ pounds
- Must have a valid driver's license and regular access to reliable transportation

. Full health, dental, and eye benefits. Medical, Dental, and Eye Coverage. 100% employer contribution on Medical Insurance benefits for employee.

Paid time off - 33 Days (13 ITO and 10 Vacation and 10 Holidays).

This position will require occasional weekend and evening work for special events or program support.

Technology Knowledge: Canva, Social Media Platforms, Wix, Salesforce, Microsoft Office, Apple computer systems.

Ability to lift 35 pounds and stand/sit for long period of time.

Must have reliable transportation and a vehicle to attend off-site events and activities and run office errands.

Office Hours: 9am – 5pm with occasional evening and weekends.

How to Apply

Send resume, cover letter, salary requirements, and three professional references to Young Audiences of Houston.

Email: yahou@yahouston.org