



JOB DESCRIPTION

Title:	Senior Manager of Program Operations
Organization:	Miami Music Project, Inc.
Classification:	Full time, exempt
Reports to:	Director of Education & Programs
Start Date:	February 2024 (or until position is filled)
Compensation:	Annual Salary (\$55k - 60k) + Benefit Package (health insurance, PTO, retirement plan, and expense reimbursement)
To Apply:	Send your resume and a cover letter to: hiring@miamimusicproject.org . Use the words "Senior Manager of Program Operations" in the subject line. Applications without cover letter might not be taken into consideration.

Organization and Program Overview:

Miami Music Project is a 501(c)(3) nonprofit organization that uses music as an instrument for social transformation, empowering children to acquire values and achieve their full potential, positively affecting their society through the study and performance of music. Miami Music Project's vision is to create opportunity and access through music for those most in need, improve the quality of life for children today and ultimately transform their lives, the lives of their families, and their communities. Emerging as a model for music education programs nationally, Miami Music Project offers free-of-charge, after-school programming to all students with no barriers to entry, regardless of race or economic status. As of today, Miami Music Project has reached over 30,000 children and youth across Miami-Dade County, becoming one of the largest socially transformative music initiatives in the U.S. Miami Music Project's programming is inspired by the El Sistema phenomenon – a new model for social change and a visionary global movement that transforms the lives of children through music.

Designed as an intensive, tuition-free, after-school community music program, Miami Music Project provides hundreds of children from Greater Miami's communities with most untapped potential with a fully integrated music curriculum, high quality musical training, and opportunities for leadership and social development. The program builds the transferable practical skills needed to improve academic motivation, classroom success and social preparedness, and creates new avenues of cultural awareness. Ultimately, by enriching the lives of individual children and creating a network of stand-alone orchestras, the program seeks to create social change within the communities served.

More at: miamimusicproject.org

Position Summary:

Reporting to the Director of Education & Programs (DEP), the Senior Manager of Program Operations ensures organizational effectiveness of the programming department. As an exceptional team builder and leader, the Senior Manager of Program Operations directly supervises the team of Site Managers and oversees the site support staff. We are looking for an experienced manager that will ensure the effective operational and logistical functions of all programming activities, including staff, budgets, recruitment, production of concerts and events, year-round calendar, and resources. The Senior Manager of Program Operations is a seasoned people manager, dependable, self-motivated professional that welcomes

feedback as a means to personal and professional growth. This candidate will be a goal-oriented and results-driven individual, an outstanding networker and relationship builder, and will embrace the organization's mission by being passionate about children and social change through music.

Essential Functions and Responsibilities:

- **Development and Management of Program Operations:**

- Design and manage successful implementation of program's operational and logistical components,
- Lead the creation of the annual programming calendar, monitor required events or activities, determine priorities, and identify conflicts in a timely manner.
- Manage operation and logistics of program calendar activities, including overseeing production and logistics of all concerts, events, workshop, training sessions etc.,
- Document activities and provide operational reports, analysis, and recommendations for improvement,
- Find and book venues for concerts and events, oversee enforcement of contracts,
- Manage all communications between venues, facility partners and the organization,
- Manage program resources and its distribution to each site, including instrument supplies, students' uniforms, purchase orders and payments of musical instruments, stands, supplies, and all other program related assets,
- Supervise purchasing, distribution, and inventory of instruments and accessories, and oversee the instrument loan program,
- Oversee enforcement of rules, procedures and policies,
- Drive program evaluation through data collection and key performance indicators.

Team Management

- Supervise the program management team, including site managers, site coordinators, and site staff personnel,
- Supervise the recruitment of programming staff (site coordinators, security, bus assistant) in collaboration with site managers and human resources,
- Lead site managers in the successful implementation of student recruitment and retention efforts,
- Lead programming staff meetings for planning, reflection, feedback, improvements, and in appropriate partnerships.
- Maintain communications with host sites and community partners regarding program's achievements, needs, facilities and activities,
- In collaboration with site managers, oversee student recruitment and retention efforts inside communities served and help foster parental commitment.
- Oversee the recruitment and assignment of volunteers.

- **Program Budget Management**

- Participate in the development of the annual program budget, in collaboration with the DEP and Director of Operations,
- Maintain systems and procedures for tracking programming budget (YTD), and other data,
- Proactively look for and inform of programming budget shortcomings and cost-related challenges,
- Prepare budget-related progress reports for development purposes,
- Approve purchase orders and payments of musical instruments, supplies, uniforms, and all other program related items,
- Effectively manage allocated resources and find creative ways to minimize costs.

- Other duties and responsibilities as assigned.

Qualifications and desired skills:

- Bachelor's degree or higher, administrative or management degree preferred, or equivalent work experience,
- A minimum 3 years of experience in a managerial role and working with teams,
- Strong commitment to the mission of Miami Music Project and *El Sistema* philosophy in order to create an encouraging environment in which students thrive,
- Experience working in community settings with a track record of successful program execution with multiple stakeholders and agendas,
- Ability to work under direct supervision and independently, supervise others and report problems using good communications, goal setting and conflict resolution,
- Ability to work collaboratively on a team and in a high-pressure, multi-tasking settings,
- Exceptional administrative and organizational skills with ability to juggle multiple priorities and manage teams to everyone's best abilities,
- Excellent interpersonal, verbal and written communication skills with ability to effectively facilitate meetings, present publicly and provide professional and appropriate business level written information,
- Collaborative management style in a high-pressure environment requiring diplomacy and good judgment in managing interactions with others,
- Experience working with culturally, racially and economically diverse populations, ability to interact with youth in a positive, respectful and effective manner,
- Strong and proficient Microsoft Office Suite and Google Suite skills. Windows OS, CRM software knowledge preferable, ability to learn new technologies and software/applications,
- Spanish and/or Haitian-Creole proficiency a plus,
- Local travel, evening / weekend availability required, travel for regular errands, attending meetings and events will be needed.
- Valid driver's license and car insurance is required,
- Must be able to lift and move up to 50 lbs, and will be expected to assist with moving equipment via Uhaul.

Miami Music Project is firmly committed to a policy of equal employment opportunity. We hire qualified applicants without regard to race, color, sex, religion, national origin or ancestry, age, marital or veteran / military status, disability, genetic information, sexual orientation, gender identity or expression, or any other legally protected status.

As permissible under applicable law, applicants will be subject to a pre-employment background check and drug test after receiving a conditional offer of employment. The background check will investigate criminal background and other matters related to suitability for employment, particularly since Miami Music Project works with children. Likewise, employment is contingent on receiving a negative test result for illegal drug use. Separate disclosure and consent forms will be provided prior to any background check or drug test.
