



Operations Coordinator
Reports to: Executive Director

Summary:

About Sonoma Valley Museum of Art

Sonoma Valley Museum of Art (SVMA) is the largest visual arts organization in the San Francisco North Bay region. With a budget of \$1.1 million, SVMA has approximately 600 member households, a full-time staff of 7, part-time staff of 7, a volunteer corps of approximately 40, and a Board of Directors of 24. SVMA's volunteers currently serve in two regular roles—Museum Guides and Event Assistants—and occasionally contribute their skills to special projects. SVMA's mission is *Building Community Around Art* and our vision for Sonoma is to be the vibrant intersection of art, community, and education, with local relevance and influence in the Bay Area. In 2021 SVMA launched an initiative around Diversity, Equity, Accessibility, and Inclusion (DEAI). For more information please visit svma.org.

Position Overview:

The Operations Coordinator serves as the critical hub of SVMA's staff communications and operations, and reports primarily to the executive director; with daily functions that require working closely with the deputy director and director of retail store and visitor services. The coordinator fulfills an essential role to oversee, maintain, and when needed, improve the functionality of the office systems, procedures, and operations, ensuring the SVMA staff, board, and volunteers are adequately informed and equipped to work collaboratively as a team.

Primary Responsibilities:

Administration (40%)

- Coordinate and maintain day-to-day operational needs of the Museum's administrative offices to ensure productive workflow between departments and a consistently functional, informed, and engaging environment for all staff.
- Serve as the administrative assistant to the executive director.
- Coordinate and maintain data and correspondence with SVMA's insurance vendors including but not limited to: liability insurance, workers compensation, fine art insurance, business insurance, directors and officers policies.
- Support the Board of Directors, board committees, and Museum staff at meetings by setting up the conference room, Zoom calls, preparing agendas, and other requested documents as required.
- Set agendas, and effectively lead the weekly staff meetings. Weekly meetings typically focus on upcoming public event preparation, logistics and assessment, along with general operations topics. Update and distribute the public events schedule at weekly staff meetings.

- Maintain the structure and functionality of the Google shared drives along with the daily communication systems (email, phone, post); maintains an orderly and welcoming office environment for staff and visitors.
- Maintain all office equipment (phones, printer/copier, computers), leases, and contracts; keeps all office supplies organized and in stock.
- Complete other duties and special projects as needed.

Events and Visitor Services Support (20%)

- Work closely with the visitor services director to coordinate the catering, volunteers, and logistical set-up for SVMA member receptions and other large events.
- Throughout the week, process special event and public program ticket sales. Generate, update, process, monitor and keep accurate account of event tickets in the database and SVMA website. Produce reports for all tickets sold, and guest lists for each event.
- Provide administrative support and assign volunteers for special donor programs—Annual Gala fundraiser; Wall2Wall fundraiser (every 3-4 years); Museum Travel Program (on occasion)—and others.
- Work closely with the VSA team to maintain the organization of the Museum’s kitchen and event supplies.

Volunteer Council (40%)

- Work closely with the Volunteer Council Executive Committee (VCEC), and the deputy director and education manager to maintain a highly functional, engaged, diverse, and content volunteer corps.
- Maintain meeting schedules and agendas; work with the VCEC to keep the Volunteer Council Handbook and general procedures updated.
- Serve as primary contact for all guided tour requests and reservations. Maintain the monthly volunteer schedule, communications, and volunteer database.
- Coordinate requests for museum group tours with Visitor Services and Development teams; collect visitor data/contact information for organizing in SVMA database.
- Assign volunteers (museum guides, events and special projects assistants) to a range of tasks including but not limited to school group and public tours; member receptions and special events; Family Make-ins, etc.
- Set-up, attend and present at monthly Volunteer Council meetings.
- Work with education manager to organize and implement volunteer recruitment, guidelines, and rosters; monitor and respond to volunteer applications and inquiries; interview volunteer applicants.
- Work with the Marketing Department to ensure timely updates of volunteer information and recruiting efforts on SVMA’s website pages and social media accounts.
- Plan and implement an annual Volunteer Appreciation Party with the President of SVMA’s Board of Directors (host), and an annual holiday party with the VCEC.

Qualifications and Skills:

- BA/BS degree and 1 year of volunteer/staff management and museum administrative experience, or an equivalent combination of education and experience.
- Detail oriented with excellent organization, communication, and customer-service skills.
- Tech savvy; proficient with Mac OS, G-Suite, point-of-sales and database systems, MS Office, and Zoom.
- Enthusiastic and friendly demeanor; great judge of character, with a strong interest in the visual arts.

- Proven ability to discreetly and diplomatically handle sensitive and confidential information and communications with staff, board members, volunteers, and other stakeholders.
- Flexibility to work very occasional evenings and weekend days and tasks as needed.
- Essential physical demands include sitting and standing for long periods, bending, walking and moving about. Occasional physical demands include lifting up to 30 lbs., moving and stacking furniture, supplies, and equipment.

Status/Compensation

- Part-time, 28 hours per week, non-exempt. Hourly rate: \$28–\$30. Regular but flexible schedule is M-F, with very occasional weekend/evening hours for board meetings, museum receptions/events. Employee benefits: Six (6) paid holidays; sick/family/bereavement leave; SVMA membership. SVMA PT employees are eligible for paid vacation after three years of employment. (refer to Employee Manual for details)

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