



Director of Operations

Position Summary

The Director of Operations provides both strategic direction and hands-on leadership across Bel Canto Chorus's arts administration, financial management, and operational functions. As a key member of a small, mission-driven performing arts organization, this full-time position ensures that systems, staff, and resources are effectively managed to support Bel Canto's mission, artistic excellence, and long-term sustainability. The position reports directly to the Chair of the Staffing & Governance Committee of the Board of Directors. Occasional evening and weekend hours are required to support rehearsals and performances by Bel Canto choruses.

Role Overview

The Director partners closely with Board leadership and committees to promote strong financial stewardship, efficient operations, and sound governance. Working in collaboration with the Artistic Director, this position ensures seamless coordination of the operational aspects that support concerts, programs, and organizational initiatives.

The Director supervises the Development Coordinator, contractors, and interns, and provides high-level oversight of volunteers to ensure that administrative and performance-related functions are executed effectively.

Major Areas of Responsibility

Finance and Accounting

- Develop and manage annual budgets; prepare monthly and annual financial reports for the Board.
- Manage and process payroll, and coordinate accounts payable and receivable, reconciliations, and financial systems.
- Support annual audits, 990 filings, and compliance requirements.
- Maintain accurate financial records and coordinate with the Finance Committee on reporting and endowment oversight.

Operations and Administration

- Supervise all administrative staff, interns, contractors, and volunteers.
- Perform and coordinate daily office operations, vendor management, and HR processes, including negotiation and administration of contracts with vendors, venues, and musicians.
- Perform and coordinate box office operations, including ticket sales (online, phone, and group ticket requests), will-call, and volunteer support for concerts; create ticketing events, coupon codes, and reports; process payments.
- Coordinate logistics for guest artists, special appearances, and concert enhancements.
- Ensure efficient systems for communication, filing, and organizational support.
- Maintain organizational policies, procedures, and documentation in alignment with best practices and nonprofit standards.

Human Resources

- Perform and coordinate HR activities, including, recruitment, and onboarding, while maintaining personnel records.

- Maintain current job descriptions, HR files, and organizational documentation in compliance with employment laws and internal policies.
- Support a positive and professional workplace culture that reflects the organization's mission and values.

Development and Donor Relations

- Supervise Development Coordinator; oversee donor data entry, acknowledgment, and reporting.
- Support gala and fundraising event logistics and reconciliation.
- Maintain donor and sponsor lists for recognition and program materials.
- Collaborate with Marketing Committee on donor materials and campaigns.

Board and Strategic Leadership

- Partner with the Chair of the Staffing & Governance Committee to support board and committee operations.
- Prepare meeting materials, attend meetings, and provide strategic updates.
- Contribute to strategic planning and serve as a liaison between staff and the Board.
- Represent Bel Canto within the Milwaukee arts and business communities.
- Other Duties as assigned

Desired Characteristics

- Highly motivated, organized self-starter with strong time management skills.
- Detail-oriented with excellent follow-through.
- Communicates proactively about timelines, challenges, and questions.
- Seeks efficiencies in administrative and financial processes and enjoys problem-solving.
- Values collaboration, respect, and joy in a team environment.
- Appreciates and supports the mission, values, and community impact of an arts organization.

Qualifications

- Bachelor's degree in Arts Administration, Arts Management, Nonprofit Management, Business, or a related field (Master's degree preferred).
- 5–7 years of progressive experience in arts or nonprofit administration, operations, or finance, ideally within a performing arts or cultural organization.
- Demonstrated ability to manage finance, HR, operations, and administrative functions in a small nonprofit setting.
- Proficiency with QuickBooks, Microsoft Office, and PatronManager or similar CRM/ticketing and donor management systems.
- Excellent leadership, communication, and organizational skills.
- Ability to balance strategic oversight with hands-on day-to-day execution.

A combination of education and relevant experience will be considered in lieu of the stated minimum years of experience.

Job Location

This hybrid position requires on-site presence for all concerts, attendance at select Wednesday-evening rehearsals of the adult chorus, venue visits, and in-person meetings as needed (e.g., staff, Board, or donor meetings). Bel Canto Chorus currently operates as a work-from-home organization with no central office; regular communication with staff and stakeholders via phone, email, and video conferencing is expected.

A laptop with video capabilities will be provided by Bel Canto Chorus. Access to a personal cell phone, internet, and transportation are required for the position.

Compensation and Other Benefits

Compensation range is \$55,000 to \$65,000, depending on experience. During the concert season (mid-August through mid-May), additional evening and weekend commitments may be needed during concert weeks. The main auditioned chorus presents four concert programs and four retreat rehearsal weekends each season.

Benefits include paid personal time off and sick leave.

To Apply

To apply, please submit a resume and thoughtful cover letter to info@belcanto.org. Applicants will only be contacted if chosen to move forward in the interview process. The position is open until filled.

Bel Canto Chorus is an equal opportunity employer and does not discriminate because of race, color, religion, gender, sex, national origin, age, or disability. We strive to create a positive and inclusive work culture.