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| Job title | <i>Business Operations Coordinator</i> |
| Reports to | <i>Director of Business Operations</i> |
| Salary | <i>This position is full-time, non-exempt, with periodic evening and weekend overtime hours. Salary range is \$42,000 to \$46,000, plus benefits.</i> |

Job Summary

The Austin Opera is seeking a Business Operations Coordinator to support the multifaceted functions of the organization to ensure streamlined and efficient day-to-day operations related to financial and administrative tasks. This position reports to the Director of Business Operations and supports the organization in entering revenue and expenditures into the financial systems and assisting with reconciliation to ensure complete and accurate financial records. This is accomplished through a diverse set of tasks utilizing a variety of technical systems and procedures designed to produce reliable business information.

Responsibilities include processing contribution and ticket transactions, processing invoices and other payment requests, accurately coding and storing company records, processing HR documentation, coordinating mailings, assisting with meeting preparation and performing a variety of administrative functions. This position also supports a wide range of performance, fundraising and special events.

Austin Opera is a highly collaborative opera company that has built a national reputation for innovation. This position is ideal for a candidate with an eye for detail, a love of the arts, an affinity for business, and an interest to working in the non-profit sector.

Duties and responsibilities include, but are not limited to:

Financial

- Process invoices and other payments through a variety of mechanisms, including the Corpay invoice entry system, prepaid reports, contract submission, reimbursement reports, recurring invoices, and other mechanisms, as appropriate.
- Reconcile and submit credit card reports.
- Set up campaigns and special events in the Tessitura database using the correct GL, Fund codes.
- Enter contributions into Tessitura, including gifts from individuals and institutions, as well as special event and fundraising event payments, and submit backup to financial consultants, Radar Nonprofit Solutions, for each transaction.
- Perform adjustments and write-offs to gifts and pledges in Tessitura when necessary.
- Manage set-up, data entry, reconciliation, and reporting for OneCause event software.

- Process reports, review and collaborate with Radar to reconcile and make adjustments, correct GL codes, and research discrepancies for various financial reports.
- Distribute and proof-read AP reports for accuracy and completeness.
- Assist in providing customer service support by phone and processing ticket orders in Tessitura.

Administrative

- Assist in managing human resources records.
- Assist in preparing the official records of minutes from Board of Trustees meetings.
- Manage assigned physical and digital records to comply with the Records Retention Schedule.
- Coordinate mailings including event invitations, appeals, newsletters, stewardship, and ticket buyer communications.
- Manage organization's Master Calendar, Conference Room reservation and other special calendars.
- Assist with meeting preparation, copying meeting materials, setting the room, testing the teleconferencing equipment, managing hospitality logistics (ordering lunches, making coffee, etc.) for board and committee meetings.
- Assist with facility operations, monitoring the public spaces to ensure they are presentable, kitchen and copy areas are clean, report cleaning or maintenance issues, and contact vendors for repairs.

Events

- Assist with event operations for operas, receptions, fundraising events, galas, community events, and special events.

Other Duties as assigned

Qualifications:

Minimum Qualifications

- Education or experience in accounts payable, accounts receivable or related financial and administrative duties.
- Or
- Education or experience working in the arts and performing administrative duties.

Preferred Qualifications

Related education or experience supporting the business operations of a non-profit or performing arts organization.

Knowledge, Skills, Abilities

- Ability to learn through on-the-job training a variety of database systems in order to enter financial information, such as contributions, ticket orders, invoices and other financial information, with a high degree of accuracy.

- Intermediate proficiency in Excel, Word, Outlook, Zoom.
- Detail oriented with strong organizational skills.
- Independently motivated to complete assignments on regular deadlines with a moderate level of autonomy.
- Positive and flexible, willing to pitch in where needed to assist with a range of administrative assignments, customer service and events support.
- Ability to behave with discretion, handle sensitive information with integrity.
- Open-minded and welcoming to people with diverse backgrounds, experiences and perspectives.

*Residing in Austin is a requirement of this job, as is availability for evening and weekend events.
Austin Opera is an Equal Opportunity Employer.*

How to Apply:

Send cover letter and resume to: careers@austinopera.org (preferred)

or mail to:

Employment Office

Austin Opera

5811 Trade Center Dr. Building 1

Austin, TX 78744