



## Program Manager - Full Time, Exempt Position

**General Description:** The Program Manager is a grant-funded position with opportunity for advancement. Reporting directly to the Executive Director (ED), the Program Manager (PM) manages and supports program staff and volunteer community teams in the administration and presentation of all Heights Arts' programs including public art, visual arts (exhibition and store), literary, music, membership (artist, individual, and business), and community partner / rental programming. As the main contact for all programs, this position will maintain professional standards including timely communication and attention to detail and oversee public relations and communications to ensure the mission of the organization and its activities are accurately represented. Strong communication and interpersonal skills are necessary to effectively tell the Heights Arts story.

### PROGRAMS, COMMUNITY TEAMS, AND OUTREACH

- Serve as an ambassador of Heights Arts
- Attend weekly staff meetings
- Provide backup for gallery staff, phones, etc.
- Maintain professional standards including timely communication and attention to detail
- Represent Heights Arts externally in the community and other events
- Other duties as assigned

### Program Administration

- Lead staff and community teams in the execution of all programming including exhibitions, poetry programs, concerts, events, and rentals to include:
  - Create agendas, and run program community team meetings
  - Recruit, select, hire, and evaluate interns and program staff according to Heights Arts' IDEA (Inclusion, Diversity, Equity and Accessibility) goals
  - Ensure program staff and community teams have all required resources, including email reminders, access to the event calendars, new artist submissions, and other tools
  - Staff Heights Arts events, supervise exhibition installations or other event preparation and tear-down, and assist as needed
  - Cultivate new and maintain existing relationships, and identify outreach opportunities with community partners
  - Managing artist calls, submission review, and contracting
  - Performing post event surveys and information gathering

### Store

- Supervise and support Store Manager to create sales goals and marketing initiatives
- Maintain regular hours in the Store to understand processes and provide backup

# HEIGHTS ARTS

## Rentals, Events, and Volunteers

- Main contact, scheduler, and coordinator of all events
- Recruit, process, and coordinate volunteers for appropriate placement for openings, concerts, and other events

## MARKETING AND COMMUNICATIONS

- Build and maintain relationships with local media outlets and media personnel, pitch regularly with Heights Arts news
- Ensure the website is current and representing programs accurately
- Coordinate paid advertising for Heights Arts programs, and place media buys with local advertising outlets in accordance with annual budgeted marketing dollars
- Create press releases and announcements for upcoming programs and events
- Supervise Administrative and Social Media Content Assistant whose duties include:
  - Maintaining a program and marketing calendar that reaches target audiences with programs and messages that align to organization's mission and values
  - Facilitating communications with program staff, volunteers, artists, poets, and musicians to ensure success and grow programs at Heights Arts
  - Coordinating interviews, images, and materials for media
  - Engaging and accurate written and visual content creation for print, social media, website, and other platforms
  - Preparing monthly eNews, event card printing, mailing, and distribution
  - Programming documentation for grants and storytelling
  - Managing events, ticketing, attendee registration, and artist participation in database

**Required:** The successful candidate will take pride in quality work, be passionate, knowledgeable, and curious to learn more about the arts, inclusive, deadline-oriented, and comfortable with community outreach and public speaking. Candidates must have excellent and intuitive communication and writing skills and be able to maintain and build relationships with staff, interns, volunteers, and the community. Must have experience and comfort with learning new technology. Must be self-directed and comfortable managing others and making independent decisions which align with organizational strategic goals. Must be highly organized, able to manage project details, while understanding the overall strategic goals of the organization. Must demonstrate the ability to communicate effectively and persuasively with audiences and members.

**Preferred:** Degree in arts administration or nonprofit management or three or more years of equivalent experience in program administration and implementation at a nonprofit or arts-oriented organization. Experience with Adobe Suite, video software, and social media platforms. Knowledge of and connections within the arts community – especially in literary, visual, and musical arts. Prior experience recruiting and managing staff and volunteers.

**When:** This is a full-time, exempt position, and the work schedule will vary depending upon organizational activities. Regular work hours will be both on and off-site, and may include evenings and weekends for meetings, events, and store staffing backup.

# HEIGHTSARTS

**Where:** Heights Arts (Gallery, Store, and Performance Space) at 2175 Lee Road in Cleveland Heights, OH 44118

[www.heightsarts.org](http://www.heightsarts.org)

<https://www.facebook.com/HeightArts>

<https://www.instagram.com/heightsarts/>

## **Compensation and Benefits:**

Salary \$36,000 - \$38,000

401K Matching

Paid Sick / Vacation / Holiday

Professional Development

Employee Discounts

**Hiring Process:** Please apply online at <http://www.heightsarts.org/employment/> by submitting your resume and cover letter. The hiring committee will interview finalists in person, and will require two writing samples targeting different audiences, of no more than 500 words, to be written on-site. The samples must demonstrate the attributes outlined in the “General” and “Required” section of the job description. The position will remain open until filled.

No phone calls, please.

*Heights Arts does not discriminate based on race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, height, weight, physical or mental ability, veteran status, military obligations, and marital status.*

Heights Arts is a nonprofit community arts organization in Cleveland Heights, Ohio. Founded in 2000, Heights Arts cultivates a strong, diverse, and collaborative arts community by inspiring people of all ages to engage in the arts; supporting the arts through education; providing exhibition and performance opportunities; and fostering public appreciation for the arts. The organization contributes to the region’s artistic vitality by showing regional artists in its gallery and store, facilitating public art and design projects, presenting chamber music and other concerts in intimate settings, presenting regular poetry readings, and maintaining the longest-running poet laureateship in the state.