

Oregon Country Fair Operations Manager Job Description

Job Title:	Operations Manager	FLSA Classification:	Salaried, Exempt
Reports To:	Executive Director	Travel Required:	
Location:	442 Lawrence, Eugene OR. 97402	Position Type:	Regular, Full-Time
Level/Salary Range:	\$60,000 - \$90,000	Date Created:	12-3-2012; Modified 12-1-21
HR Contact:	Executive Director	Date posted:	12-1-21
Will Train Applicant(s):		Posting Expires:	12-29-21
External posting URL:	www.oregoncountryfair.org		
Internal posting URL:	www.oregoncountryfair.net		
Scope of Job Description for OM:			
<p>The Operations Manager (OM) is responsible for ensuring the safe, effective, and efficient operation of Oregon Country Fair (OCF) events. The OM works under the direction of the Executive Director (ED).</p>		<p>OCF Employee Job Description Documents: OCF employee positions and job descriptions represent a framework or matrix of roles and responsibilities within the complex and multifaceted culture of the organization. The ability to delegate to applicable employees and volunteers ensures that essential functions are fulfilled.</p>	

MISSION *The Oregon Country Fair creates events and experiences that nourish the spirit, explore living artfully and authentically on Earth and transform culture in magical, joyous and healthy ways.*

OPERATIONS MANAGER POSITION The OM is appointed by, and serves at the will of, the ED who has the authority to modify the OM's job description or assign other duties as needed. The OM has primary responsibility for managing Oregon Country Fair events, especially the three-day Oregon Country Fair event each July.

The OM prudently manages delegated budget resources and OCF assets. The OM manages event-related planning, finance, marketing, resource development, personnel, office and systems infrastructure and other responsibilities as required.

The OM is supervised and evaluated annually by the ED.

ESSENTIAL DUTIES

THE OREGON COUNTRY FAIR EVENT

- Coordinates the planning, organization, and communication of operational activities including the three-day Oregon Country Fair event as well as other events and volunteer projects, information technology, and workplace systems.
- Serves as the Main Camp Coordinator and coordinates and assists all crews with the administration of budgets, policies, problem solving, and task coordination. Facilitates the Main Camp coordination team consisting of the OM, QM, Pre-Fair volunteer crew coordinators, and such other persons as may be designated by the OM.
- Manages and disperses operational funds.
- Schedules and facilitates operational meetings. Facilitates and delegates operational duties to employees and volunteers during events.
- During the period of Main Camp, the OM is responsible for communication with public agencies, including but not limited to, local government, police, fire, and health.

- During the period of Main Camp, the OM may temporarily suspend, replace, or remove volunteer staff, coordinators, performers, booth persons, or the members of the public subject to further post-Fair review by the ED should the decision be appealed.
- The OM may remove visitors from the site at any time.
- Ensures the resolution of disputes on-site between affected persons or makes other means of mediation/resolution available in addition to the OCF grievance procedure.
- Develops and maintains the OCF Operations Manual with the Management Team.
- The OM, in collaboration with the Site and Facilities Manager, will manage safety issues concerning OCF assets. This includes, but is not limited to, responsibility for maintaining safe working practices of volunteers and employees, safe equipment, safe operation thereof, safe event conditions, and Emergency Response protocols.
- In consultation with the ED, may close the Fair for public health and safety, weather, or financial reasons but must convene the Board as soon as possible for ratification of the decision.

YEAR-ROUND

- In collaboration with the ED uses a participatory management style to establish and enhance a collaborative organizational culture that is consistent with the organization's stated mission, vision and values.
- Works with the ED to ensure effective means for the Fair membership to provide input into major operational decisions and to collaborate with management in the operationalization of Board policy.
- The OM is a full and active participant in choosing and directing the Management Team (MT). The MT consists of volunteer back-up managers and all management employees.
- Ensures effective means for stakeholders to have input into performance evaluations of BUMs and volunteer crew coordinators and other members holding key operational roles.
- Works with the MT and volunteer coordinators to develop and maintain effective processes for the involvement of volunteer crew coordinators in operational decisions, particularly ones affecting their respective crews.
- Works with the MT and volunteer crew coordinators to develop, implement, maintain, and refine procedures for volunteer and volunteer crew coordinator input into the appointment, evaluation, and removal of volunteer crew coordinators by the MT.
- The OM may temporarily suspend or remove a volunteer crew coordinator for egregious behavior that violates the OCF Code of Conduct, increases the liability of the organization, creates a danger or threat to others, or involves criminal behavior. Such suspension or removal is subject to review by the ED should the decision be appealed.
- The OM may remove anyone from OCF properties and/or functions subject to review by the ED should the decision be appealed.
- Oversees the efficient day-to-day implementation of the year-round operation of the organization. Has overall responsibility for all events.
- Works with the ED, MT, and relevant volunteer crew coordinators to create or maintain committees or work groups to assist with and/or provide advice on OCF operations and to ensure that each committee or work group has a clearly defined purpose and procedures and practices consistent with OCF values and policies.
- Maintains and improves effective communication channels with operational committees or work groups and the OCF membership. Helps facilitates an OCF-wide communication network.
- As assigned by the ED, works with direct reports to set performance goals and objectives, monitor progress towards these goals and provides mentoring, coaching and guidance as appropriate. Ensures that employees they manage (direct reports) who are also supervisors provide effective supervision, following the same process the OM does for their direct reports.
 - Conducts annual performance reviews and recommends to the ED salary raises for all employees who are direct reports as assigned by the ED. Ensures effective avenues for volunteers, crafters, entertainers and others with whom these employees interact for input into the performance review process.
- If assigned direct reports by the ED, consults with the direct supervisor and, as appropriate, the ED when there are serious employment issues. As appropriate and necessary, recommends to the ED placing employees on administrative leave or terminating them.

- Complies with state and federal laws and Oregon Country Fair policy relating to paid personnel.

FISCAL ADMINISTRATION AND RISK MANAGEMENT

- Works with the ED, Treasurer(s) and Budget Committee in the creation of annual operational and capital project budgets. Works with the ED, Treasurer(s) and Financial Planning Committee to project revenue for the following fiscal year.
- Oversees the execution of all operational contracts and ensures that they are executed in a manner consistent with OCF policies.
- The OM will develop, administer, and reconcile such budgets as assigned by the ED, prioritizing for health and safety. The OM will develop budgets with their direct reports, assist in the administration of these budgets, and oversee the budgets of all operational crews.
- The OM has the authority to make decisions on expenditure of approved operational and operational capital project budgets. The OM may make deviations from approved operational budgets to meet crisis situations as needed. The OM will notify the ED of any crisis situation that required spending more than \$5,000 above budgeted amounts or whatever other threshold amount may be determined by the ED. The OM may spend up to \$2,500 in a non-emergency situation or whatever other threshold amount may be determined by the ED. The OM may not exceed a cumulative total of \$10,000 per fiscal year for any non-emergency expenditures not having pre- or post-expenditure ED or Board approval.

RESOURCE DEVELOPMENT

- Works to increase the diversity of the Fair's paid staff, volunteers, crafters, entertainers and other constituencies as well as members of the public attending OCF events.
- Works to increase the health and safety of volunteers and other Fair participants to ensure they are adequately supported in fulfilling their roles and functions.

QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Operational management experience in a nonprofit organization, with at least three years of advancing responsibilities; or, five years of demonstrated leadership as an operational volunteer in a nonprofit organization. Experience managing fixed assets desirable.
- At least five years of experience in planning and coordinating special events.
- Proven operational management experience with budgets, personnel, volunteers, contractors and in overseeing and promoting events and programs
- Bachelor's or advanced degree or equivalent experience.

ESSENTIAL SKILLS, KNOWLEDGE, AND ABILITIES

- A participatory management style. Demonstrated ability to achieve results through relationships with key internal stakeholder groups and individuals.
- A sound knowledge of, and experience in, financial management.
- Excellent listening, conflict resolution, mediation, crisis management, and other interpersonal skills.
- Strong oral and written communication skills.
- Demonstrated ability to analyze, design, and implement effective workplace and communication systems.
- Knowledge of state and county building and land use management planning guidelines.
- Ability to work effectively with others, especially in stressful situations.
- Work collaboratively with all levels of the organization, to ensure a culture that embraces diversity and promotes inclusion and equity as an integral part of operations.

OTHER ATTRIBUTES

- Demonstrated skills in leadership and problem solving.
- An ability to motivate individuals and teams to work together and to offer inspiration and ideals to our membership.
- Self-starter who can work independently on concurrent projects and meet deadlines.
- Consistency in matters of accuracy, presentation and attention to detail.
- Cultural competency including the ability to work effectively with others and to promote and achieve good relations with diverse communities.
- Awareness of environmental concerns and issues and stewardship of the land

OTHER REQUIREMENTS

- A valid Oregon driver's license within three months of employment
- A satisfactory criminal background check prior to employment.
- Availability and willingness to work evenings and weekends, to work with operational committees as well as those governance committees as assigned by the ED.
- Required to live on-site during Main Camp (with the exception of scheduled days off) and through the budgeted duration of Post-Fair Main Camp.
- Up-to-date computer skills including Microsoft Office Suite (Excel, Word, Outlook, Power Point), database management, accounting, and presentation software programs.
- To facilitate work parties, incidental physical labor by the OM is expected when appropriate.
- On-site working conditions require the ability to climb, step over objects, and maneuver through loose, wet, or uneven surfaces similar to those of a construction site. The ability to lift and carry fifty (50) pounds, open and close gates, warehouse doors, operate equipment such as tractors, trucks, and lawn mowers, and to walk, stand, and sit for long periods of time is essential. Event working conditions will require the use of communications equipment; including two-way radios and other communication equipment (examples include landline telephone, intercoms, pagers, and cell phones).

Oregon Country Fair is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. The Oregon Country Fair makes hiring decisions based solely on qualifications, merit, and business needs at the time.