Job Posting

Operations Manager

About South End Stories

South End Stories is a trauma-conscious and anti-racist arts education program serving students and educators throughout King County, Washington. We encourage critical thought to stimulate artistic expression and exploration of identity at the highest level of learning. Through our work, we aim to guide students towards a collaborative style of learning, giving them tools to share their stories through multiple means of expression.

Job Description

The Operations Manager oversees South End Stories' internal operations, human resources administration, administrative systems, and coordination across departments. This position connects organizational planning with day-to-day implementation and ensures that operational responsibilities have clear owners, timelines, and follow-through.

The Operations Manager coordinates staffing and infrastructure planning, maintains organizational policies and procedures, and ensures alignment of operational resources with program goals. Day to day, this role manages administrative systems, human resources, compliance, and event planning, and supports onsite programming logistics.

Reports to: Director of Assessment and Development
Works closely with: Executive Director, Director of Education, Director of Assessment and Development, Program Coordinator, Fiscal Operations Coordinator, and Accounting Team

Administrative Systems and Workflows

- Serve as the primary steward of administrative systems and coordinate with the Fiscal Operations Coordinator on financial-system workflows and access.
- Maintain Google Workspace and email info@southendstories-artsed.com, 1Password, LuminSign, organizational portals, subscriptions, and shared records so they remain secure, current, organized, and accessible to authorized staff.

- Maintain the shared organizational inbox, route inquiries, and track follow-through so requests receive timely responses.
- Maintain internal forms and procedures for purchasing, reimbursements, receipts, supply requests, and other recurring workflows, either by site or discipline through Gmail, Google Spaces and Google Chat.
- Resolve routine workflow issues across departments and refer policy exceptions or unresolved conflicts to the Executive Director.

Human Resources and People Operations

- Coordinate recruitment and hiring with the Executive Director and relevant department leaders, including maintaining job descriptions, posting openings, managing applications, and scheduling interviews. Post job openings on website, LinkedIn and other job boards.
- Develop staffing proposals and compensation projections with the Fiscal Operations Coordinator, assessing both immediate costs and ongoing financial feasibility before submitting recommendations to the Executive Director.
- Manage job applications, including receiving, routing them to the Executive Director and hiring team, saving their application materials in the drive, and logging them in the job applicant tracker. Schedule interviews with candidates and hiring team.
- Manage onboarding for employees, contractors, and teaching artists, including signed agreements, required documentation, Gusto setup, email, Google Drive access, and other necessary systems.
- Conduct onboarding meetings covering organizational policies, benefits eligibility, timesheets, payroll procedures, time-off requests, and staff support resources.
- Administer approved compensation and benefits programs, including enrollment, changes, employee communications, and coordination with the Fiscal Operations Coordinator to ensure accurate payroll deductions and records.
- Pass new contracts, new hires, and pay changes between this role and the Fiscal Operations Coordinator so payroll and invoices stay accurate.

Compliance and Risk

- Stay updated with industry standards, WA regulations and nonprofit legal requirements.

- Keep child safety, mandatory reporting protocols, background checks, required trainings documented and current, working with the Director of Education and partner organizations.
- Set and maintain data privacy practices with the Executive Director and SES Board.
- Keep business licensing and insurance up to date, and store current documentation in the drive, in coordination with appropriate leadership and external teams.
- Maintain risk and incident documentation, and organizational compliance documentation.
- Implement approved organizational policies, communicate changes, train staff, and follow up on compliance.

Events and Space

- Attend informational tabling events and maintain the tabling/information box about South End Stories, including but not limited to iPad charging, printed materials, and sticker supply.
- Participate in and coordinate set up and break down of showcase spaces, including furniture, signage, audio/video/tech equipment.
- Find and manage rental (or donated) space for programs, events and meetings. Problem solving creatively when space is limited, costly or falls through.
- Support volunteer coordination for programs and events.

Regular Onsite Responsibilities

- Visit partner school sites and community locations regularly to conduct Teaching Artists observations, troubleshoot logistics, assessing Teaching Artists program needs, such as supplies, space, scheduling and support.
- Be onsite during showcases, fundraisers and major events as the primary coordinator of logistics, volunteers and extra staffing.
- Manage materials and supplies, in collaboration with program coordinator, to receive, store and deliver them to programming.

Meetings

- Meet weekly 1:1 with Director of Assessment and Development
- Meet bi-weekly with Director of Education & the Director of Assessment and Development to support their work & collaborate on systems
- Attend weekly staff meeting and share relevant updates with all staff

- Participate in program, assessment, and curriculum planning when decisions affect staffing, budgets, contracts, systems, or logistics.

Required Qualifications

- Relevant experience in operations, administration, human resources, or program management, or an equivalent combination of professional, community-based, and transferable experience.
- Hands-on experience with recruitment, onboarding, confidential personnel records, and employee support, and working knowledge of HR and workplace compliance practices, with the judgment to identify when specialist guidance is needed.
- Demonstrated ability to coordinate work across departments, manage competing deadlines, and establish clear processes and accountability, including maintaining contracts, organizational records, policies, and compliance calendars with accuracy and discretion.
- Collaborate effectively with finance staff and external accounting professionals.
- Strong proficiency with Google Workspace, including shared drives, permissions, spreadsheets, and collaborative documents; ability to learn payroll, electronic-signature, and password-management systems.
- Strong written and verbal communication, sound judgment, and a collaborative approach to problem-solving and sensitive conversations.
- Demonstrated commitment to anti-racist practices, accessibility, and respectful collaboration across cultures with majority Black, Brown, Indigenous and Asian (BBIA) staff, artists, youth, and communities.
- Ability to coordinate onsite logistics and travel to partner locations throughout King County, with reasonable accommodations as applicable.

Preferred Qualifications

- Experience in a nonprofit, arts education, youth-serving, or community-based organization.
- Familiarity with Washington employment practices, child-safety procedures, and school or community partnership requirements.
- Experience using Google Workspace administration, 1Password, and electronic-signature platforms.
- Experience with event logistics, volunteer coordination, space rentals, and materials management.

- Experience improving operational systems during organizational growth or staffing transitions.
- Relevant HR, project management, or nonprofit management training or certification.

Education and Experience

A college degree is not required. We welcome relevant experience gained through employment, community leadership, independent work, and other transferable settings. Candidates do not need to have held the exact title of Operations Manager to demonstrate readiness for this role.

Compensation and Work Schedule

20-25 hours a week at $40/hr. The schedule is flexible, and daytime hours that align with collaborative team members' schedules are a necessity. South End Stories works Monday - Friday 8am - 5pm, some nights & weekends for special events & training.

Location: Hybrid; Candidates should live in the greater Seattle Area. The role is approximately 75% remote and 25% onsite, with scheduling coordinated around program needs. Occasional evening or weekend events are included in workload planning. All hours worked must be recorded and paid.

Contact/application information: Send your cover letter and resume to info@southendstories-artsed.com with the subject line “Operations Manager+ [YOUR NAME]”. Position open until filled, we will review applications on a rolling basis.