



## **Job Posting: Operations Manager**

**Organization:** Kansas City Ballet

**Reports To:** School Director

**Position:** Full-time, Exempt

**Salary:** \$50-55k Commensurate with experience, plus benefits

### **About Kansas City Ballet**

Kansas City Ballet (KCB) is one of the nation's most respected professional ballet companies, offering a diverse repertory and world-class training through its official school, Kansas City Ballet School (KCBS). With locations in downtown Kansas City and Prairie Village, KS, KCBS serves over 2,000 students annually through Academy and Studio classes. Guided by a mission to inspire and engage through the beauty, power, and passion of dance, KCB is committed to fostering creativity, diversity, and inclusion in the arts.

### **Position Summary**

The Operations Manager plays a vital role in ensuring the smooth operation of Kansas City Ballet School. This position oversees administrative coordination, artistic collaboration, staff management, payroll administration, new hire onboarding, community communication, and process improvement. The ideal candidate will be highly organized, detail-oriented, and passionate about supporting the operational needs of a professional arts organization.

### **Key Responsibilities**

#### **1. Administrative Coordination (30%)**

- Schedule classes, workshops, and events using MindBodyOnline and live spreadsheets.
- Communicate school closures, updates, and other information to families, staff, and faculty via email or Wordfly.
- Maintain organized records related to school operations.

- Facilitate communication between artistic staff, faculty, accompanists, and administrative teams.
- Process payments to vendors and partner organizations; manage refunds, disbursements, reimbursements, tuition billing corrections, and payment plans in collaboration with Finance.
- Draft and issue contracts for new faculty members in alignment with organizational policies.

## **2. Artistic Coordination (25%)**

- Draft and track performance contracts for students in collaboration with artistic staff; communicate terms to students and families.
- Manage offer letters and onboarding for pre-professional division students.
- Monitor enrollment numbers across all Academy programs; provide reports for strategic planning.
- Coordinate student evaluations by gathering feedback from faculty and artistic staff.

## **3. Staff Management (10%)**

- Hire, train, schedule, and oversee front desk staff, campus administrators, hall monitors, and security personnel.
- Create schedules for support staff across campuses; ensure adequate daily coverage.

## **4. Payroll Administration (20%)**

- Prepare bi-weekly payroll reports for faculty, accompanists, and support staff using Paylocity.
- Verify pay rates and hours worked against MindBodyOnline data; approve timesheets for support staff.
- Resolve payroll discrepancies in collaboration with Finance.

## **5. New Hire Onboarding (5%)**

- Draft offer letters; complete new hire checklists; input new hires into MindBodyOnline.
- Train employees on system usage (e.g., MindBodyOnline) to confirm schedules.

## **6. Community Communication (5%)**

- Create email campaigns via Wordfly to announce events or updates; maintain mailing lists for families and participants.
- Address inquiries regarding billing or tuition fees.

#### **7. Process Improvement & Data Reconciliation (5%)**

- Develop processes to reconcile tuition discrepancies; ensure accurate tracking of payroll data across departments.

#### **Qualifications**

- Bachelor's degree preferred in arts administration or business-related fields.
- Previous experience in arts administration or finance.
- Proficiency in software such as MindBodyOnline is a plus.
- Excellent organizational skills with attention to detail.
- Strong communication skills; bilingual or multilingual preferred.
- Knowledge of ballet or performing arts is an advantage.

#### **How to Apply**

Interested candidates should submit a resume, cover letter, and three references via email [careers@kcballet.org](mailto:careers@kcballet.org). Include "Operations Manager Application" in the subject line.

Applications will be accepted until the position is filled.

Kansas City Ballet is an equal opportunity employer. People of all backgrounds are encouraged to apply.