

# Job Posting: Hillman City Collaboratory Director of Operations

**Organization:** Hillman City Collaboratory (HCC)

**Position:** Director of Operations (DOO)

**Hours:** 30 hours per week

**Compensation:** \$36,000/year salaried plus healthcare stipend (up to \$4,000); 3 weeks vacation + 1 week sick leave (30 hours is considered 1 week). Paid bi-monthly.

**Job Summary:** The Hillman City Collaboratory. Director of Operations will oversee the usage, operations, promotions, administration, and organizational relationships that make up the HCC

**Commitment to Diversity:** We are situated in a wonderfully diverse neighborhood, and seek to reflect that in our leadership. We especially encourage people of color and members of the LGBTQI community to apply.

**Success on the Job:** To be successful in this position, the person will need to fit into and contribute to an organizational culture that places high value on authenticity, compassion, racial and economic justice, creative thinking, rapid change, personal relationships, fun, imperfection, and collaboration. The DOO will have a great deal of autonomy in their work, and will need to be comfortable leading, making decisions, taking risks, asking for feedback, and communicating the purpose of their work to others.

**Application Process:** Applications, cover letters, and references should be compiled in a single PDF document titled “[Your Last Name here] - HCC Director of Operations [Application/Cover Letter/References]” and sent to John Helmiere at [john@valleyandmountain.org](mailto:john@valleyandmountain.org) with the subject heading “[Your Last Name here] - HCC Director of Operations Application.”

**Hiring Process:** Applications will be reviewed in the order received, with priority granted to applications received before December 12th. We anticipate a high volume of applications, and regretfully we cannot guarantee a personal response for every applicant.

**About Us:** The Hillman City Collaboratory is a hub for visionaries and community builders in South Seattle. Founded in 2013 by two innovative community based organizations, Valley & Mountain and Community Arts Create, the HCC has grown into a home for dozens of organizations, artists, activists, social entrepreneurs, and residents who come together to listen deeply and to exercise collaborative power for social change. The HCC brings people together through shared resources, shared space, and by operating as an accessible location that many can call home. We are a launch pad for action, art, love, and liberation.

**Background on this Position:** The HCC is growing. Founded as a small collaboration and run by volunteers, last year we reached a size where we needed an anchoring, committed, stable presence in the midst of our growth. Also, even though we are growing, we want to increase awareness and use of the space with the communities we have intended to serve, and this takes intentionality and work. We hired someone in December 2017 but lost them in an accident in the summer of 2018. We have since been operating with interim staff persons as we reimagined what was needed in this position. The position is funded through grants procured by the fiscal sponsor, Valley & Mountain. Ideally, the position will generate enough revenue through increased space usage over the course of the next two years to become funded through earned income (revenue from event rentals and coworking membership fees) rather than grants.

**Onboarding Process:** The HCC is a complex entity. We recognize the challenges of being the sole dedicated staff member and we recognize that the list of responsibilities in the job description is extensive. So, the new hire will be asked to focus on learning only a selection of the core tasks listed in this job description in their first 3-6 months. As they develop competence, relationships, and historical knowledge, their responsibilities will expand to include all of the responsibilities listed below. In the very beginning of employment, the new hire will meet extensively with their supervisor, the Convener of Valley & Mountain and co-Storykeeper at the HCC, and thereafter have a weekly meeting to touch base. They will also meet monthly with the other co-Storykeeper, the Executive Director of Community Arts Create. They will also meet monthly with representatives from the core organizations at the HCC (the Anchor Partners). The new hire will be given the opportunity to change and create new systems to improve organizational alignment and impact, but will be asked first to learn the current systems and gather information about the history of our organization.

**Responsibilities:**

- **Manage facility usage.** The HCC is used by many organizations and individuals. The Director of Operations (DOO) ensures that the space is booked, paid for, used, and cleaned in accordance with HCC policies. The DOO also monitors the general appearance, upkeep, and functionality of the space.
  - Manage communication with groups renting space and coordinate logistics with the Event Staffer and Cleaners
  - Daily walk-through of space (all rooms, closets, and garden) to monitor inventory, furniture set-up, cleanliness, etc.
  - Oversee facility maintenance and improvement projects, including correspondence with landlord about facility issues
  - Track user payments, work-trade agreements, and coworker usage
- **Promotions**
  - Promote the HCC brand and events. Includes active means (e.g. outreach to media for special events) and passive means (e.g. keeping an updated public calendar on the website)

- Give tours, provide orientations, and respond to general inquiries
- Create and send periodic newsletters to our newsletter subscriber list
- **Organizing People Power**
  - Facilitate periodic meetings of Anchor Partners to discuss facility use, vision, and operations
  - Notice and name organizational gaps, and develop plans to fill the gaps
  - Create work-trade, contractor, or volunteer agreements with clear responsibilities and timelines, and hold people accountable to fulfilling their commitments
- **Data Management**
  - Manage contact information for space users, coworkers, donors, and other stakeholders
  - Monitor and stay within budget (this job does *not* involve bookkeeping)
- **Internal Programming**
  - By design, the HCC does not run many programs of our own. Our purpose is to support other organizations and change-makers in their work. However, we do directly sponsor a few regular events, mostly in coordination with other organizations. The DOO oversees coordination with our partners of these internal programming events, such as:
    - Drop-In Center
    - Clothing Swap
    - Coworker Happy Hour and Seminar
    - HCC Open House
- **Technology**
  - Oversee the maintenance and usage of HCC's computers and the A/V equipment available for renters, coworkers, and partners.

**Required presence:** Physically present at the HCC 4 hours/day, 5 days/week. The precise schedule of these 20 hours of weekly time on-site are negotiable, but they should be standardized to provide for consistency. The additional 10 hours/week may be done on-site or off-site and may be scheduled more flexibly to allow for evening meetings, special events, etc.

**Other Requirements:**

- Willingness to respond to emergencies (e.g. a break-in, furnace break-down, etc) as you are able.
- Comfort with using and maintain HCC smartphone (and an HCC laptop if you do not have your own).
- Must have a driver's license and personal transportation to run occasional errands. We are unfortunately unable to offer mileage reimbursement at this time.

**Physical Requirements:** Capability to clean space, move furniture/rearrange space (with partner for large items).

**Required Skills, Competencies, and Traits:**

- Organized systems builder and maintainer
- Decisive
- Deep listener
- Capable of holding others accountable to commitments
- Take responsibility one's own mistakes
- Committed to HCC's mission
- Creativity and self-starter
- Flexibility and adaptability
- Ability to quickly learn how to operate cloud-based software
- Capable of managing and thanking volunteers
- Ongoing personal commitment to anti-racism work
- Ongoing personal commitment to LGBTQI liberation work
- Ongoing personal commitment to inclusivity for people with disabilities
- Comfort with working alongside progressive faith communities (two of the Anchor Partners are progressive faith communities in the Muslim and Christian traditions)

**Desired skills and experience:** Building, managing, and improving systems; Administration; Volunteer management; Project management; Tracking budget expenses; Delegation; Inventory control; Communications management.

**Reports to:** Convener of Valley & Mountain (fiscal sponsor)

**Works with:** Collaboratory Story-Keepers, Anchor Partner staff members, Vendors

**Direct Reports:** Event Staffer, Cleaners