



Chicago Cultural Alliance Job Announcement

Operations Specialist (Full-Time/Hybrid)

Position:	Operations Specialist
Salary range:	\$45,000 to \$50,000/year + benefits
Reports to:	Executive Director
Type:	Full-time, 40 hrs/week. <i>*Note:</i> This is a hybrid position (2 days/week in-office; 3 days/week remote).
How to apply:	If interested, please send a cover letter and resume to info@chicagoculturalalliance.org with “Operations Specialist” as the subject. Only complete applications will be considered. Applications can be addressed to Mónica Félix (Executive Director).
Process:	We will accept applications until the position is filled. 1 st interview: 30-min Zoom call; 2 nd interview: in person in office.

About Us:

The Chicago Cultural Alliance’s mission is to connect, promote, and support centers of cultural heritage for a more inclusive Chicago. We are an active consortium of over 40 cultural heritage museums, centers, and historical societies that span 28 neighborhoods and 7 suburbs in the Chicagoland area and represent over 30 different cultures from around the world. Our programs include the annual Activating Heritage conference, World Dumpling Fest, Journey Chicago, knowledge sharing opportunities, and support services. Learn more about our mission, programs, and members at <https://www.chicagoculturalalliance.org/>

About the Position:

The Chicago Cultural Alliance (CCA) is seeking a full-time Operations Specialist. This role is essential to ensuring that the CCA team is meeting project deadlines while enforcing practices that reinforce organization and efficiency standards. The ideal candidate is someone with an eye for detail and the ability to adapt to the various needs of a nonprofit environment. We are seeking applicants who will embrace operations and administration with an understanding that this role is central to our organization’s ability to support centers of cultural heritage efficiently and with the greatest impact.

The ideal candidate should expect to commit a minimum of 3 years to this role. **This role is not a good fit for anyone preparing to transition to graduate school or transition to another professional role.** We encourage applications from serious candidates looking to join a team of dedicated nonprofit professionals who are passionate about advocating for Chicago’s cultural institutions and fostering a deeper sense of cross-cultural understanding through our work.

Required Qualifications

- Successful applicants will have experience using the following software (or similar/equivalent applications):
 - Zoom, Outlook calendar/Google calendar, Asana (task management software), Mailchimp (email/newsletter creation), Microsoft Word/PowerPoint/Excel (or Google docs/Slides/Sheets), team chat platforms (ex. Slack, Google chat), Canva (for very basic image editing), email (intermediate proficiency – creating new email addresses, mail groups), database management experience (ex. Donor database, membership database, other).
- Experience with calendar management (scheduling appointments, calendar invites).
- All applicants must have at least one year of experience in a full-time administrative or operations role. This can include positions with other titles but with strong administrative/operations responsibilities. Please indicate clearly if any experience listed in your resume is **part-time** or **volunteer**.
- Excellent writing skills. The ideal applicant will have experience writing emails or other communications in a professional environment.
- Successful applicants will be able to work in our 600 W. Jackson Blvd, Chicago, IL office two days per week (currently Mondays and Thursdays) and the option to work remotely three days per week. This will require 1) the ability to commute to our office and 2) access to reliable internet from your remote workspace. *Note:* This role will be supplied with a work laptop. We can also work with applicants to supply any other equipment or support that is needed.
- The ability to work independently, conduct basic research to find information or troubleshoot problems, and the flexibility to adapt based on the needs of the situation.
- Organized thinker who can communicate systems, tasks, and other information clearly. Proven ability to track and manage several projects and processes simultaneously.
- Able to collaborate and communicate clearly. Must be comfortable interacting with individuals from a variety of cultures and life experiences.

Representative Responsibilities – note that the following is not comprehensive:

Project Management

- Tracking deadlines for LOIs, grant applications, reports, contract deadlines.
- Use the team’s task management platform (Asana) to track project milestones and ensure team members are on task.
- Maintain program frameworks and work with the team to ensure that all projects are planned, executed, and wrapped up in keeping within the established framework.

Administrative Systems & Support

- Update accounts in our administrative systems as needed (ex. Updating user accounts in our phone system, creating CCA emails for new users/interns, etc).
- Help administer the Google Workspace account.

- Create events in the CCA CRM (Neon) and track event registrations.
- Reserve meeting rooms in office.
- Place phone calls on behalf of the Executive Director as needed.
- Edit PDFs, send out docs for signatures, and update the file archive.
- Provide support to managing board and committee tasks.
 - Updating the board directory, committee info, sending meeting reminders to committee members, sending follow up notes to all members.
- Track all inventory and items checked out by CCA staff & volunteers.

File Management

- Oversee the CCA digital file systems to ensure that project files are saved by year and project. Main file systems are Google Drive and Dropbox.
- Keep templates for MOUs, NDAs, other administrative documents.
- Update member records in Neon as needed.

Calendar Management

- Schedule Zoom meetings and share calendar invites to all participants. Send meeting reminders in advance of upcoming meetings.
- Maintain the “in office” calendar for all staff and interns.
- Track the event calendar and send all-team calendar invites with reminders.

Equal Employment Opportunity Policy

The Chicago Cultural Alliance provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

Office Information

Our office is located within a Workbox collaborative workspace on 600 W. Jackson Blvd, Ste 100, Chicago, IL 60661. Amenities include two lounges, free coffee/tea, snacks, an on-site community manager, meditation room/mother’s room, conference call booths, kitchen, and monthly member events. CCA team members have 24/7 access. The Operations Specialist will have a dedicated desk in an office shared with the Program Manager and staff intern.

Public Transit & Parking: Our office is a 3-min walk from Union Station (Metra), 10-min walk from Quincy (Brown line), and 6-minute walk from Clinton (Blue line). Paid parking lots are available within a 4-minute walk.