

Job Title: Director of Administration / Chief of Staff
Reports to: President & Artistic Director

Organization Overview:

The People's Music School is a 44-year old institution that has brought the transformative benefits of music to over 10,000 lives across Chicago. Our model is completely tuition-free. We serve students aged 5-18 who otherwise would not be able to afford music education. Since music education has benefits that extend far beyond the artistic benefits, we view ourselves as an institution building future leaders. We build cognitive, academic, and social-emotional skills through an intense and rigorous curriculum. Our students learn with us for up to 12 hours per week and their families fulfill a significant service requirement. In the last four years, the school has grown 3x to serve 1000 students each year, maintained quality programs, and benefited from the amazing strength of its community. [Our results have recently been showcased in the Chicago Tribune, Billboard Magazine, and more.](#) There's no place like People's!

Job Summary

The Director of Administration / Chief of Staff will work with and report directly to the President & Artistic Director. The major responsibility is to enable the President to work most effectively with internal and external stakeholders and fulfill her commitments to partners, funders, and the Board of Directors. This role has primary responsibility for the planning, implementation, managing and running of all central operations (including finance and administration) of the organization. The role will be responsible for managing a team of staff and contractors, including the Manager of Administration, external accountant and other support contractors, to ensure that day to day activities are completed with excellence.

Responsibilities:

Provide high-level and organizational support for the President

- Help the President maximize the use of her time and network, working across leadership team to prioritize initiatives and with administrative assistant to optimize schedule to allow focus on larger strategic organizational initiatives
- Establish and maintain enterprise systems to drive efficiency throughout the organization. These include policies, documentation, information technology (including databases) and other systems needed for the effective operations
- Gather and organize information from various departments to create status reports that inform decision making by the President and Board of Directors, including dashboards for reviewing key performance indicators (KPIs)
- Provide leadership in development of inter-team communication and cohesiveness, sustaining culture and supporting staff during organizational growth
- Assist in planning, preparing materials and executing all staff, committee, and board meetings as needed
- Act as a representative of the President as needed

Manage people strategy across staff and faculty, including performance management and professional development

- Supervise human resource functions, processes, and tools to ensure a mission-aligned, fair and legally-compliant system is maintained, including payroll, performance management, hiring, compliance, benefits, professional development (staff) and organizational structure
- Administer annual performance review process, including target-setting, inputs, mid-term feedback and reviews aligned with overall organizational objectives
- Work closely with program leadership to deliver strong value proposition and evaluation system for faculty
- Assess issues that serve as barriers to the team operating at maximum effectiveness for leadership review and discussion; propose optimal internal firm processes, procedures and trainings for sustainable growth

Manage and oversee finance and operations processes and systems

- Serve as primary point of contact with finance contractors (accountants and auditing firms) deliver timely and accurate financial and government reports (monthly and annually)
- Manage infrastructure vendors and support contractors, including Prometheus (IT support), Alper (benefits), banks, investment firms, lawyers, techsoup (software), etc.
- Oversee planning, implementation, managing and running of finance and operational activities, including business planning, budgeting, forecasting, supplier negotiations, etc.
- Liaison with Board's finance committee, and prepare/present financial results to the Board of Directors and funders as required
- Serve as signatory on organizational accounts, and review/approve payments and proposals
- Optimize team resources to keep organizational infrastructure robust and effective across team, introducing new tools as necessary (for example: hardware, software, Google Drive, Google calendars, Vonage, etc.)

Demonstrate a commitment to TPMS core [values](#): opportunity, excellence, hard work, creativity, and community.

Other duties and responsibilities may be required and/or assigned as necessary.

Qualifications:

- 7-10 years of management experience in non-profit or similar organizations
- Minimum level of education required is a Bachelor's degree from an accredited institution;
- Ability to work outside standard hours to attend program events and other meetings, when necessary
- Exemplary leadership, time management, organization, and analytical skills
- Computer skills required include Microsoft Office (Word, Excel, PowerPoint), Google Suite, Quickbooks (or similar accounting management system); and familiarity with systems such as Salesforce (CRM), Asana (project management), Slack (communication), Paycom (or similar HRIS)
- Comfort with working with colleagues across the country leveraging remote technologies
- An entrepreneurial spirit – self-starter, motivated, creative, problem-solver
- Experience thriving in a fast-paced, results-oriented environment while demonstrating flexibility and responsiveness when faced with dynamic priorities and needs
- Excellent relationship-building skills and able to relate to and collaborate with a variety of audiences – kids, parents, teachers, community leaders, and diverse TPMS stakeholders
- Operate with the utmost cultural competence, integrity, ethics, maturity, discretion, confidence, respect, and humility
- Belief in our transformative mission is a must

How to Apply

Please complete [this informational survey](#), and send your resume to: jointhemission@peoplesmusicsschool.org with subject line CHIEF OF STAFF. We look forward to hearing from you!

TPMS is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. People of color are encouraged to apply.