

## Operations Manager Report to the Board - January 7, 2019

From Jennifer Brunk

### Operations Manager Hours

18.75 Dec 1-7, 2018

20.0 Dec 8-14

19.5 Dec 15-21

1.75 Dec 22-31

**60.0 Total – average of 15 hours per week**

**10.0 Development Hours in December**

### Management of Season Calendar and Holiday Concert

- 1) Helped to coordinate Dickens Carolers performances
- 2) Confirmed and met with audio engineer prior to holiday concert
- 3) Coordinated front of house operations during the holiday concert
- 4) Attended Dickens Carolers performances in Saugatuck and Holland
- 5) Provided assistance to Patrick in planning the art exhibit for the May concert

### Finances

- 1) Prepared checks for holiday concert instrumentalists
- 2) Completed bank reconciliation
- 3) Entered and deposited income from holiday concert ticket sales
- 4) Invoiced, entered and deposited Dicken's Carolers income
- 5) Entered and deposited year end gifts
- 6) Communicated with Treasurer as needed
- 7) Followed up on outstanding accounts receivable
- 8) Entered all accounts payable and processed checks in timely manner
- 9) Logged receipts from PayPal and Square into QuickBooks

### Development

- 1) Met with Prince Foundation staffer, presented request for concert sponsorship (2018 March concert sponsor)
- 2) Submitted materials to Jack Miller for concert sponsorship. We received a \$5,000 sponsorship
- 3) Prepared the customized thank you letter and recognition poster for Jack Miller's sponsorship
- 4) Assisted Pam with submitting Park Township final report and 2019 grant application
- 5) Created donor list for inclusion in holiday concert program insert
- 6) Processed donations and sent thank you letters

### Administrative/Misc

- 1) Supervised the social media interns and provided their final reviews, attended their final presentation in class, communicated with Professor Isolde Anderson to establish plan to have an intern again next fall from her class
- 2) Met with Abby Blystra to recruit her to take over the social media posting on Instagram and Facebook. Set another meeting for January
- 3) Collected holiday concert ticket receipts and stubs, tallied results, made deposit and reported on attendance
- 4) Wrote and submitted press release for holiday concert
- 5) Attended December board meeting
- 6) Renewed web domain name contract with Network Solutions
- 7) Coordinated communication among staff, board, singers, community inquiries
- 8) Picked up and processed incoming mail, emails and voice messages, procured office supplies