

Position Title: Director, Shared Services  
Department: Shared Services  
Reports to: Chief Administrative Officer  
FLSA Status: Full-time, Exempt  
Date Created/Updated: 11/25/2024

Submission Requirements: Interested individuals should submit a cover letter and resume by December 31, 2024, via the Cultural Trust website. Email [employment@trustarts.org](mailto:employment@trustarts.org) with any questions; no calls, please.

### **Position Summary:**

**Historical Background:** In the early 2000s, the seven Pittsburgh Cultural District member organizations (August Wilson African American Cultural Center, Pittsburgh Ballet Theatre, Pittsburgh CLO, Pittsburgh Cultural Trust, Pittsburgh Opera, Pittsburgh Public Theater, and Pittsburgh Symphony Orchestra) established a Shared Services (“SHS”) Department, housed at the Pittsburgh Cultural Trust.

The partners sought to create efficiencies across the Cultural District, avoid duplication of effort and cost, and enhance the top line for organizations through common approaches in projects that generate revenue and build audiences. Shared Services also helps organizations save money by jointly sourcing goods and services and leveraging volume to achieve good pricing, as well as by providing a forum for organizations to share expertise, investigate new opportunities, and solve common problems.

**Current Projects:** Working collaboratively with the seven members, the Shared Services Director (the “Director”) leads the SHS Department and its initiatives. Core projects and programs currently include:

- 1) Joint Marketing projects and contracts, including a shared data base, and shared promotions and programs to attract new ticket buyers
- 2) Program Books advertising sales, reporting, and administration
- 3) Joint Insurance Purchase Project (medical, dental, vision, life, and disability)
- 4) Shared Human Resources services and contract and
- 5) Joint Office Supplies Purchasing Program (currently, relatively dormant).

Additionally, a major duty of the Director, and key to the success of SHS, is supporting the consensus-driven decision-making and active participation of the members’ leaders.

Finally, a significant responsibility of the Director will be to coordinate a deep assessment of the current projects and, as needed and in agreement with the members, develop and implement strategic changes and new initiatives. Much of the current structure and projects originated in the early 2000s. There have been few substantive changes over the last two decades, despite major shifts and changing priorities for the organizations, including those relating to the pandemic.

**Budget and Staffing:** SHS projects are primarily funded through the member organizations’ annual dues and a patron-paid ticket fee on each ticket sold in the Cultural District. SHS’s annual financial activity exceeds \$5 million.

The SHS Department operates with a small full-time staff (2 staff members), in addition to the Director, that is augmented on a project basis as needed by contracted experts.

The SHS Director will report to and work closely with the Chief Administrative Officer (“CAO”) of the Pittsburgh Cultural Trust and various external contractors. The SHS Director is also accountable to the other member organizations and will work with their executive leadership and key department heads. The SHS Director liaisons with several Cultural Trust staff and departments, including the CEO, CFO and Finance, Marketing, ISTS Information Services, and others as needed.

### **Knowledge, Skills & Experience Required:**

**Work Experience:** Minimum 5 years’ experience, preferably in an arts or other nonprofit organization, exhibiting leadership skills, staff management experience, and financial proficiency developing and managing budgets is required. Knowledgeable about revenue generation strategies, and experience with marketing, audience development, and/or data base management preferred. Should be able to demonstrate strong and successful project management experience, and the ability to work across a broad range of departments and/or broad base of constituents, executives, and other key stakeholders.

**Supervisory Experience:** Prior supervisory experience necessary, managing multiple internal and external stakeholders preferred.

**Technical Skills:** Strong working knowledge of Microsoft Office suite required. Familiarity with CRM software (Tessitura, Prospect 2) preferred.

**Intangibles:** Skilled project manager with outstanding organization and communications skills. Entrepreneurial and creative problem solver. Collaborative and consensus-builder able to address multiple stakeholder expectations. Diplomatic, thoughtful, poised, and a good listener. Lover and knowledgeable about the arts.

### **Essential Functions:**

**Main job responsibilities:** The SHS Director is responsible for SHS to successfully meet its mission: to create efficiencies, enhance value, avoid duplication, and save costs for the member organizations.

#### **Strategic Leadership and Program Oversight**

- In collaboration with the members, assess the effectiveness of existing programs and, if needed, develop, implement and monitor new or revised programs and program features.
  - Marketing projects are expected to be a priority in the coming years.
- Negotiate, revise and renew, as applicable, annual programmatic contracts: joint marketing projects including shared data base activities, program book sales and production, healthcare services, human resources consultants, and others as needed.
- In conjunction with other staff, steward broader Cultural District projects.

#### **Financial and Administrative**

- Develop and manage an annual multi-million dollar budget.

- Prepare periodic financial reports for the seven members CEO's and others as needed.
- Monitor SHS expenditures.
- Oversee program books' advertising sales, billing and accounts receivable.
- Other duties as assigned.

### **Monthly Committee Meetings and SHS Member Communications**

- Organize and facilitate monthly planning and decision-making meetings with the four member committees (Executive Directors/CEO's, Marketing, Finance, and Human Resource and Wellness Teams), as well as annual Oversight Committee meeting.
- Provide information and regular updates about programs, address constituent needs, and resolve questions to ensure effective management and participation in SHS programs.
- Provide orientation for new members, and maintain easy member access to SHS information and materials as needed

**Supervisory responsibility:** This position provides direct supervision to two SHS full-time staff, and key contractors and service providers for SHS programs.

**Decision-making responsibility:** The SHS Director has significant decision-making responsibility, working in conjunction with key constituents.

**Reporting requirements:** The SHS Director reports to the CAO and is also accountable to all seven member organizations.

**Travel requirements:** Limited travel (less than 5%) is required for this position.

**Physical demands:** This position involves office work – occasional lifting up to 20-30 lbs. may be required. The individual should be able to sit and/or view a computer screen for extended periods of time.

**Salary range:** The salary range is \$95,000 - \$100,000.

*The Pittsburgh Cultural Trust is an equal opportunity employer. All applicants are considered for employment without attention to race, color, age, religion, sex, sexual orientation, gender identity, ethnicity, national origin, veteran, or disability status.*

*Employees are expected to be able to perform the essential duties and responsibilities of this position, with or without job modification/reasonable accommodation. If an employee believes a job modification/reasonable accommodation is needed, please contact Human Resources so that a review can be conducted. The Pittsburgh Cultural Trust strives to comply with the accommodation provisions of the Americans with Disabilities Act, Title VII of the Civil Rights Act, the Pregnant Workers Fairness Act, and other related federal, state, and local laws.*