



JOB DESCRIPTION

Job Title:	Operations Manager, or our “Wizard Behind the Curtain”	Job Category:	Year Round
FLSA Status:	Hourly Non-Exempt	Position Type:	Full-time, Hybrid
Reports To:	Executive Enchantment Director	Supervises:	Indirect/At times of production: Various Super Staffers, volunteers, artists Direct: None
Pay Scale:	\$26 - \$29 hourly Health Insurance Stipend Offered Paid Time Off		
Expected Schedule:	FTE: 40 hours weekly; M-F 9-5 with Exceptions for Altered Times during Events - Availability required during Core Programming: September (Fairy Village), November (Crankies), February (Lantern Parade), April (TBD)		
To Apply	Please email a resume & cover letter to hello@randomactsofsilliness.com by May 1, 2026		

POSITION SUMMARY

Position Summary

Under the direct supervision of the Executive Enchantment Director, the Operations Manager serves in two primary capacities:

1. In collaboration with the Executive Enchantment Director, play a critical role in event operations, general administrative responsibilities, and volunteer outreach and management; and
2. In collaboration with the Creative Team, plan and execute events as support, operational lead, and volunteer manager.

This role is high energy, execution-focused, ensuring the seamless and professional delivery of all administrative needs and seasonal events while preserving the creativity, joy, and playfulness at the heart of our mission.

Key Responsibilities

- Manage event logistics from planning through execution, including vendor coordination, permitting, scheduling, contracts, timelines, and on-site oversight.
- Provide General Administrative support for the organization
- Manage Random Acts phone and general email inquiries
- Serve as a professional and welcoming face of the organization, cultivating and maintaining strong relationships with community partners, sponsors, artists, contractors, and stakeholders.
- Ensure events are executed with excellence, professionalism, and attention to detail, maintaining high standards for guest experience and operational flow.
- Recruit, coordinate, train, and manage volunteers, including maintaining accurate records and communication within our volunteer database (Bloomerang)
- Support exceptional stakeholder service, ensuring partners, vendors, and participants feel informed, supported, and valued.
- Assist in budget tracking and vendor management to ensure fiscal responsibility.

- Track physical office assets, including supplies, merchandise, and staff technology (computers, printers, phones)
- Track and manage access to digital assets, such as contracts, receipts, and documents, and use our project management software (Trello) for tracking
- Work closely with the Creative Team to ensure cross-team collaboration and consistency; support carrying out the creative vision of the organization
- Research, set up, and maintain software solutions (as needed) for volunteer management, ticketing, event project management, and more
- Optimize usage of Customer Relationship Management system, using initiative to monitor and clean up donor data, create appropriate list segmentations, reduce duplicates, and prepare reports in accordance with organizational timelines
- Implement and improve contracting process and liability waivers with all contractors
- Support employees through appropriate procurement of new-hire paperwork, grant access to appropriate RAS platforms, and establish payment process with accountant
- Attend staff meetings (in-person weekly, in Bozeman)

Qualifications & Qualities

- You have experience in event production, operations or art administration
- You have strong logistical and organizational skills with the ability to manage multiple moving parts simultaneously
- You manage stress like a Buddhist monk
- You have demonstrated experience working with vendors, contractors, and community partners
- You like managing volunteers
- You have comfort using CRM or database systems (Bloomerang experience highly revered)
- You have excellent communication and interpersonal skills
- You're a charismatic, organized, detail-oriented, and fun-loving personality with a passion for inspiring laughter and play
- You love to play around in a spreadsheet and maintain order, while maintaining openness to change

ESSENTIAL JOB FUNCTIONS | RESPONSIBILITIES, TASKS, DUTIES

To perform this job successfully, an individual must perform these essential duties satisfactorily:

1. Administrative Duties
2. Organizational Representation within the Community
3. Project Management Responsibilities
4. Event Management
5. Volunteer (People) Management of a Large Cohort of Volunteers
6. Financial Management

PHYSICAL REQUIREMENTS

The physical demands described here are representative of the above Essential Job Functions and must be met by an employee for successful performance. Reasonable accommodations may be made to enable individuals with disabilities to perform the Essential Job Functions.

- Must be able to listen, hear, and speak proficiently in the English language
- This position is very active and requires employees to frequently stand or sit for long periods of time
- Regularly required to walk, kneel, stoop crouch, reach, lift, carry, push and pull, often on uneven terrain
- Regularly staffing of outdoor events is expected

- Travel into and throughout Gallatin Valley is anticipated
- Organization is a key aspect of this role

ABILITIES

- **Communication:** capable of positive communication using verbal, written and body language. Communication will be frequent and with a variety of stakeholders.
- **Leadership:** ability to inspire and motivate team members to work toward a shared goal, build trust, and manage conflict
- **Delegation:** Assign tasks to others effectively and appropriately to manage workload and develop team members
- **Teamwork:** work with diverse individuals/ employees and still accomplish company and personal goals, recognize that events are all-hands-on-deck
- **Performance management:** set clear expectations, monitor performance, and provide feedback and coaching to staff and volunteers
- **Eagerness to dive in:** events work, by nature, can be busy and stressful! A well-organized team can handle it with grace and we strive to do so.
- **Problem Solving:** Proactivity in finding solutions to problems
- **People Skills:** You enjoy working with others
- **Backflips:** optional

COMPETENCIES

- Completes projects completely, satisfactorily, and in a timely manner
- Ability to apply knowledge, skills and experience to solve common problems on the job
- Balance of Serious and Silliness – we have to be serious, in order to be silly
- Attendance & Punctuality – consistently at work and on time, ready and eager, with a great attitude
- Dependability – Follows instructions, asks necessary questions and responds to management direction
- Communication – Speaks and writes clearly, persuasively in positive or negative situations
- Service – Responds promptly to stakeholder needs; Responds appropriately to routine requests for assistance
- Flexibility – On a small team, fluidity and adjusting to change are essential
- Teamwork – Balances team and individual responsibilities
- Presentation – Delivers flawless information to potential and current customers of product offerings
- Outreach – Understands target stakeholders and how to maintain a satisfied stakeholder relationship
- Problem Solving – Weighs the options against outcomes and determines the best solution