



Creative Services Manager

Background

CreaTV San José is a nonprofit Community Media Center in downtown San José. Our mission is to inspire, educate and connect San José communities, using media to foster civic engagement. Serving the San José and Silicon Valley community since 2008, CreaTV is a nationally recognized Community Media Center focused on access to media and technology, the art of storytelling, and digital equity issues.

CreaTV manages four public and educational Comcast cable channels, airing more than 3,200 locally produced videos in eight different languages each year. CreaTV offers monthly workshops in video production to the public and provides a vast array of video production services to clients including nonprofits, cities, schools and individuals wanting to produce content for the channels. Our vision is to give everyone in San Jose the opportunity to have a voice by providing access to tools, training and distribution platforms. We believe this can transform and deepen our community conversation.

We are at a pivotal juncture in our organization's history as we lead the effort to create a collaborative space activated by the community and designed to reflect the diversity of San José. Our goal is to redefine how creative spaces are developed and used to transform a community. This new venture - Open San José - will feature 18,000 square feet of office space, gallery and public spaces, a large studio, and multi-purpose rooms that are fully equipped with technology and designed to be used for live and hybrid meetings, rehearsal space, podcast and media recording, trainings, and more.

The Position

We are seeking a Creative Services Manager who is an innovative storyteller to lead all production work at CreaTV San Jose and work closely with corporate, nonprofit and government clients. This critical role will manage all production staff and work cross-departmentally and with executive leadership to help redefine production at CreaTV San Jose. Reporting to the Chief Operating Officer, the Creative Services Manager will partner with clients internally and externally and lead development and execution of all video content for CreaTV's brand, promotions, and other projects that help demonstrate our impact. This is a leadership position and requires working across departments and with staff, interns and volunteers to ensure CreaTV's video content is impactful, engaging, and dynamic.

Responsibilities:

- Lead a team of two full-time staff as well as part-time crew. Work with a diverse array of clients, approaching each project with a desire to meet client needs while exceeding expectations.
- Oversee production department, booking CreaTV San Jose staff to produce field and studio projects for clients.

- Partner with Marketing to strategize and execute promotion of organization's brand and external presence, including but not limited to content for social media channels, PSAs, and fundraising and marketing campaigns.
- Support growth of CreaTV San José and launch of Open San José by developing key relationships with clients and leading development of innovative productions.
- Work with executive leadership to evaluate growth opportunities and create plans to support increased production capacity.
- Work with accountant/bookkeeper regarding billing, invoicing and reconciliation of production accounting matters.
- Provide hands-on instructional training of operation of studio, editing suites, and field equipment in community workshops as needed.
- Direct, produce, shoot, light, or perform audio for productions.
- Coordinate with Facility Engagement Manager and Education and Community Manager to organize and manage equipment use, production services, and facility engagement events.
- Foster an active space where community members and media makers can connect with each other and where participants feel welcome and engaged.
- May need to work night and weekend shifts as determined by production schedule.
- May need to regularly use a personal vehicle for business-related travel in Santa Clara County.

Skills and Abilities:

- Strong team leadership, customer service and collaboration skills.
- Strong analytical and strategic skills.
- Ability to convey knowledge of highly complex equipment and production or technology techniques to community users of various levels of expertise.
- Demonstrated ability to collaborate and partner with a diverse group of clients, meeting the unique production and storytelling needs of each.
- Demonstrated ability to create innovative, engaging content and tell visual stories of impact.
- Work creatively and flexibly in a team environment, operating autonomously under minimal supervision, but accepting direction, supervision, and guidance when appropriate.

General Requirements:

- Excellent verbal and written communication skills.
- Excellent customer service skills and ability to work with clients to distill ideas and create a clear vision for each production.
- Must have the manual dexterity and coordination required to operate small push buttons, keys and switches associated with electronic devices and computers.
- Eyesight and hearing must be sufficient to be able to operate video equipment during productions.
- Proficiency in database use, basic web maintenance, mac office software, spreadsheet programs and desktop publishing.
- Must be able to climb ladders and be able to lift to 50 pounds.
- Must possess and maintain a valid California driver's license, have a safe driving record, and maintain California minimum required automobile insurance.
- Able to work a flexible work schedule including evenings and weekends.

Education/Experience:

- A bachelor's degree in television production or a related field and two years of full-time television production experience.
- Three to five years of experience leading production teams.

Compensation:

This is a full-time, salaried, exempt position with a generous benefits package, including health, dental, vision, retirement, and competitive paid time off and holiday policies. \$75 - \$85k.

People of color, women, formerly incarcerated people, LGBTQ+ individuals, and community visionaries are strongly encouraged to apply.

Please email a PDF **cover letter and resume** explaining your interest and qualifications for the position to jobs@creatvsj.org with the subject Creative Services Manager. Please, no phone calls or hard copies of materials through the postal service. Application materials due by 4pm January 14, 2022.