

**JULIA M. VOLKMANN** [www.juliamvolkmann.com](http://www.juliamvolkmann.com)

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## Overview

I am an interdisciplinary artist with more than 30 years of practice in various expressive genres, including acting, directing and producing in musical and dramatic theatre; liturgical planning and oversight as well as ministerial responsibilities as presider and cantor; singing jazz, sacred, theatre and cabaret music; composing and recording; photographing, painting, printing, sewing, designing, writing, landscaping and gardening. These practices have been artfully leveraged in every aspect of my work as a consultant to restaurants, in my administrative work in the realms of higher education, liturgical arts, conference planning, and the large number of diverse productions I've been involved in. Consistently I have devised and implemented comprehensive creative plans drawing on my creative experiences to fulfill desired outcomes and well articulated deliverables.

## EDUCATION

- MFA in Interdisciplinary Arts, Goddard College, Vermont  
Music & Sound Composition / Contemplative Photography / Socially Engaged Art
- Interdisciplinary BA, Columbia College  
Arts Entertainment Media Management & Creative Writing Non-fiction
- Arts of Leadership Certificate; Lake Forest, Illinois Graduate School of Management
- Liturgical Studies Certificate; Archdiocese of Chicago

## PROFESSIONAL EXPERIENCE

### SM-ART-ER Systems

September 2013 to Present

Art at the Center of Social Media and Ethical Relationships

#### *Summary*

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I established this consultancy to provide small businesses and agencies my skills as communications and social media strategist, event planner, photographer, spokesperson, writer and graphic designer. I began doing this work in 2000 for a restaurant where I was booked to sing jazz every month. I quickly learned that the promotional work I was doing for myself, to support my artistic career, was desperately needed by this restaurant. Incrementally, over the intervening years my capabilities and understanding have evolved to the extent that I now provide this support to one dance company, Hedwig Dances of Chicago, and three family-owned and operated restaurants: Asparagus Restaurant in Merrillville, Siam Marina in Tinley Park, and Athens Gyros in Richton Park. I have overseen the construction and design of the websites for each of these clients, writing all copy and selecting all imagery. I personally update the Siam Marina Wordpress site on an ongoing basis. I write newsletters, post to various social media sites (Facebook, Twitter, Trip Advisor, Yelp, etc.), select imagery (much of it my own photos with added graphics); oversee ad design for print media and billboards. I also design and print special event menus and tickets, in-house flyers, and more.

### COLUMBIA COLLEGE CHICAGO

August 2001 to September 2013

**Board Liaison and Director of Presidential Events**

Chicago, Illinois

#### *Summary*

Reporting to the president, I administered an annual budget of \$300,000. I planned, implemented and oversaw all aspects of an ambitious annual event calendar averaging 75 to 85 events. These events covered the entire spectrum of size and complexity, from intimate cultivation dinners to governance

meetings for a board of 50+ voting members, to major galas of 400 guests, and commencements for thousands of attendees, overseeing the stage party of 75 – 100 persons.

Working alongside senior administration and directors around the college throughout my years of service I devised, implemented and refined an ongoing array of processes and systems that resulted in effective governance operations, and strategically dovetailed with various college programs and cultivation events.

I brought about comprehensive and cohesive operations which:

- **organized and streamlined** recordkeeping and communications;
- **eradicated redundancies**, through the creation of a trustee and event database, and implemented **a central repository of data** from which to draw and thereby significantly reduced the opportunities for human error; and
- **ensured meaningful engagement of the board** through regular, thoughtful communications with appropriate background materials

My office's great success was the result of a small but mighty, well-organized and talented team, most recently comprised of the full-time operations manager and one part-time graduate intern, both directed by me.

#### **GOVERNANCE RESPONSIBILITIES:**

- **PLANNING:** Regularly engaged in confidential discussions with the president, chairman of the board and senior administrators, developing strategies and implementing plans for the quarterly meetings of the executive committee and the full board of trustees
- **MEETINGS:** Planned, convened, supported as primary staff person, and acted as communications and recording secretary for:
  - Over fifty regular and special call meetings of the board of trustees,
  - Almost fifty regular and special call meetings of the executive committee, and the nominations/trusteeship committees
- **ARCHIVES:** Served as archivist of all board and committee meeting minutes and resolutions, and coordinated, monitored and recorded communications and reports for ten standing committees.

#### **GOVERNANCE ACCOMPLISHMENTS:**

- **WEBSITE:** Conceived and directed the website's development through to its third version, and managed the maintenance of a password protected website for the governance activities of the board of trustees and senior staff supporting the work of the board committees.
- **DATA MANAGEMENT:** Designed the original Access database and continue to supervise the evolving and increasingly sophisticated SQL databases which track and generate reports of all trustee data and presidential event invitation and attendance data. Recent developments includes the "pulling" of records from Raisers Edge (RE) system in Institutional Advancement into the events module of the trustee website database.
- **BOARD COMMUNICATIONS:**
  - Designed and instituted protocols and systems for all staff to communicate with the board committees via email using a centralized set of distribution lists managed by my office for full board and committee emails. We effectively eliminated a costly and time-consuming practice of mailing and messengering weighty packets to board members around the city and nation.
  - In meetings with the president and his speechwriter I would participate in strategizing the rough outline of topics for the president's remarks at each board and executive committee meeting.
  - Regularly wrote communications in the respective voices of the president and chairman of the board for communicating with the board throughout the year.
- **BOARD MEETING TECHNOLOGY:** Working with contractors, audio engineers and video specialists, I oversaw the design and construction of the current board room to include a full array of state of the art

audio and visual components for meetings, including podium and teleprompter equipment, microphones, projectors, wall screens, robotic television cameras and switching devices, monitors, tables and chairs to permit trustees to easily see and hear each other, and the presenters, whether they are in the board room or participating from a remote location.

- **BYLAWS:** Annually reviewed the college by-laws and participated in re-writing necessary sections and bringing the revisions to the board for adoption. Special attention was given to the creation of a policy and handbook for managing conflict of interests and the attendant by-law to enact the policy.
- **BOARD DEVELOPMENT:**
  - I developed a “blitz tour” model of introducing prospective trustees identified by the new board chair to the college in 2 ¼ hours. These tours resulted in seven new, enthusiastic and engaged trustees with significant industry alignments and philanthropic capacity.
  - Working closely with the chair of the trusteeship committee, I designed and instituted:
    - **an annual process for committee membership assignments**, discerning trustees’ interests in leadership and committee service, tracking and facilitating the board chairman’s assignment of board members to standing committees.
    - **an ongoing process for reviewing candidates for the board**, bringing those candidates through the vetting process, and usually through to their election to the board.
    - **an annual trustee review process for trustees whose 3-year terms are up for renewal** in May (cycling through approximately 1/3 of the board each year) tracking their fiduciary comportment, board and committee meeting attendance, financial giving records, attendance at college events, committee memberships, and their development of external resources on the college’s behalf
    - **trustee orientation sessions**, focusing on the culture and operational model of the college, alongside an understanding of the fiduciary responsibilities of a trustee which included tours, presentations by top college administrators, the board chair, the trusteeship committee chair, and the establishment of a mentor program for new members of the board

#### **EVENT & CULTIVATION RESPONSIBILITIES:**

Strategizing, as circumstances warranted, with the office of institutional advancement, the provost, the deans of the three schools and department directors, I planned and oversaw execution of all presidential events, maintaining a clear focus on desired outcomes for building and engaging the college community, external friend-raising, and fundraising. To ensure that the trustees were kept aware of key college events as well as their governance calendar, I created and oversaw a multidimensional information system of:

- **a monthly trustee newsletter** which displayed a carefully selected group of exhibits, performances and lectures alongside the upcoming month’s board business meetings;
- **a personalized landing page** on the password protected website for each trustee showing their particular calendar of meetings as well as key college events
- **personal memos** from the chairman of the board inviting trustees to participate with him in college events ranging from the opening of the dance center’s season (optional) to buying a table at the annual gala (mandatory)
- working closely with the chairman in the strategizing and scheduling of **“Idea Hour” topics** in the first hour of each board meeting that would focus on innovative academic programming and curricular developments, the student experience, resident art center programming, etc. I would communicate with various persons to establish programmatic content, timing, and logistical matters.
- **developed and systematized an operational model** including strategies, desired outcomes, protocols, logistics, timelines and deliverables for use in interdepartmental event planning and staging. Included timing and responsibilities for assembling invitation lists, writing key communications, including invitations, letters, speeches and reports. Regularly participated in planning sessions to strategize, develop and allocate messaging points for the president, the

chairman and other key individuals for board meetings and cultivation events. I regularly wrote scripts and/or provided guidance to various speech-writers.

**CULTIVATION EVENTS, RETREATS AND BOARD PROGRAMS HIGHLIGHTS:**

- Oversaw entire planning and staging of ribbon cutting ceremony for the grand opening of the \$22 million dollar Media Production Center which included the participation of Mayor Richard M. Daley, master of ceremonies Bill Kurtis, Alderman Pat Dowell and college leadership
- Served as internal co-chair with my colleague in institutional advancement in planning and staging the first annual gala in the new Media Production Center, providing the model and baseline for planning future galas.
- Oversaw planning and staging of Spencer Family Lobby unveiling, to celebrate the one million dollar naming gift
- Oversaw planning and staging of the Allen and Lynn Turner Theatre Chair naming event, to celebrate the one million dollar naming gift
- Collaborated in planning and overseeing annual unveiling ceremony of the donor recognition wall
- Established and oversaw regular salon series at president's house designed to develop recognition, new resources and support for the college
- Planned and oversaw memorial services with family, friends and college colleagues in honor of longstanding college supporters, including trustees, prominent donors, department chairs, staff and faculty members
- Planned and oversaw all aspects of president's voluntary advisory council retreat in Los Angeles, California
- Planned and oversaw all aspects of President's Council retreats in St. Charles, Illinois and New Buffalo, Michigan
- Planned and oversaw all aspects of the five annual, full weekend retreats for the board of trustees
- Planned and oversaw all annual receptions for all honorary degree recipients
- Plan and oversaw all aspects of stage party hospitality and presidential seating section at all commencements

**Associate Director, Office of Worship  
ROMAN CATHOLIC DIOCESE OF GARY, INDIANA**

1996 to 2001  
Merrillville, Indiana

The first individual to hold this newly-created position and as the sole, full-time person reporting to an off-site, part-time director, I managed the day-to-day administration of the diocese's mission to support and enhance liturgical practice and deepen the spiritual life in the three-county region, serving over 200,000 Catholics in 80 parishes and 30+ schools. Reporting to the director of the office and the bishop, I recommended and developed multi-faceted programs in the areas of liturgical and sacramental understanding and practice. I developed the office's annual goals and objectives, and prepared all budget projections for each fiscal year. I directed both the secretarial pool and the volunteer corps in performing a wide variety of clerical tasks in support of this office's work.

**ACCOMPLISHMENTS:**

- **ANNUAL CONFERENCE PLANNING AND OVERSIGHT:** Served on the planning committee for the annual five-evening event comprised of workshops and keynote addresses, with annual attendance of 500+ registrants and 35-50 presenters. In addition to creating the Access database for registration, my responsibilities included overseeing the creation of all promotional materials, course offerings and mailings; processing registrations; speaker negotiations; budgeting, accounts payable and receivable; and the solicitation of exhibitors, donors, and program advertisers. I also served as the on-site coordinator and master of ceremonies at the liturgies.

- **LITURGICAL PREPARATION AND OVERSIGHT:** The other major responsibility of the Office of Worship was to prepare the 15 annual liturgies that figure largely in the life of the Diocese. Special liturgies which I planned included the Bishop's Installation Liturgy with 25 visiting Bishops, the dedication of the Cathedral after its \$1.2 million renovation, and The Jubilee, a series of diocesan wide celebrations which culminated in a procession through the streets of Gary, Indiana followed by a liturgy and a festival on the grounds of the Cathedral.
- **WORKSHOPS AND CERTIFICATE PROGRAMS DESIGN:** Responsible for developing programs with significant educational content as well as spiritual enrichment for the many liturgical ministries throughout the Diocese. I developed and administered:
  - Five-month Liturgy Document Series attended by more than 700 people
  - Nine-month Catechumenate Ministry Certificate Program
  - Two-year Liturgy Institute Course
  - Numerous evening, day-long and weekend intensive liturgical workshops

For all programs, I designed the course content, identified and collaborated with presenters on subject matter, negotiated stipends, wrote and designed all marketing materials, booked spaces, designed room layouts, ordered presentational materials, publicized the events, oversaw registration and payment processing, coordinated hospitality, book sales and generated summary reports.
- **WORKSHOP PRESENTER:** Designed and conducted training and renewal workshops for lectors, cantors, hospitality ministers, presiders and liturgy planning teams.

**Corporate Purchasing and Office Administrative Services**  
**WILLIAM WRIGLEY JR. COMPANY**

1993 to 1996  
 Chicago, Illinois

Responsible for all correspondence, purchase orders, daily communications with the three domestic factories, expense report preparation, and the coordination of international and domestic travel arrangements. Major accomplishments in purchasing included the design and implementation of a national material rejection tracking system and the streamlining of the affiliate invoicing system. While working in office administration, I designed and implemented an in-house inventory tracking system.

**Office Manager**  
**MASTER COMPUTER SYSTEMS**

1988 to 1993  
 Highland, Indiana

In this part-time position, I was responsible for overseeing the day-to-day operation of this IBM-clone computer manufacturer and service center. Responsibilities included payroll coordination, tracking sales, billing, purchasing, hiring, and phone support for customers with software and hardware problems. Developed a working knowledge of computer construction and major software packages.

**Festival Co-Chair/Presenting Artist in Music and Theatre**  
**VERY SPECIAL ARTS INDIANA (VSAI)**

1988 to 1994  
 Hammond, Indiana

Organized this annual program in partnership with three major school systems in northwest Indiana, as well as Purdue University Calumet, the host site of the annual very special arts and education festival for 400 children with disabilities. Worked with partner co-chair in scheduling, fundraising, publicity, recruitment and training of 25 presenting artists and 50 volunteers for this two-day event.

## **AFFILIATIONS**

- Member Chicago Artists Coalition
- Member, Alliance of Artists Communities
- Member, Fellowship of Intentional Communities
- Past President, Northwest Indiana Theatre Alliance (NITA)
- Past Secretary, American Federation of Musicians, Local 10-203
- Past Member, Association of Governing Boards of Colleges & Universities
- Past Member, Board Source
- Past Member, Institute of Noetic Sciences

## **SOFTWARE/SYSTEMS SKILLS**

- Working fluency in both Apple and PC systems, as well as Parallels
- Advanced user of Microsoft Office Suite, including Access Database
- Familiarity with entire Adobe Creative Suite, Microsoft Publisher, Pages, PowerPoint
- Internet: All current browsers, cloud-based file sharing vehicles such as Dropbox, Google Drive, etc.
- Mass Email packages: Constant Contact, Mail Chimp and ZenReach
- Project platforms such as Basecamp and Evernote

## **COMMUNITY VOLUNTEER EXPERIENCES**

- Appointed by the Mayor, I am a member of the Tinley Park Main Street Commission and the Branding Sub-Committee charged with implementing the village's new branding initiative
- Docent for the Annual Celebration of Home & Garden in Harbor Country, Michigan, a fundraising event in support of Heartland Alliance for Human Needs & Human Rights
- Presenter of spiritual reflection evenings at parishes in the Chicago and Gary dioceses
- Active Parenting Workshop – a six-week series offered in the inner-city urban communities of Gary, Hammond, and East Chicago, Indiana. I worked with a broad spectrum of mothers representing the diverse population of our region, to assist them in identifying and developing effective parenting skills
- Girl Scout leader, Brownie and Junior troops – the girls' favorite badge work project, and mine, was a theatrical presentation of Shel Silverstein poems and songs
- Organized, directed and produced the Kenwood Middle School Talent Show for 2 years

**PERFORMING ARTS RESUME** available upon request

**REFERENCES** available upon request