



## JOB DESCRIPTION

### Operations Manager

*Revised June 21, 2023*

**REPORTS TO:** Executive Director

**STATUS:** Non-Exempt Contract Employee

**TERM:** June 1 - May 31 with annual renewal possible.

**COMPENSATION:** \$5,000.00 annually, paid in monthly installments of \$416.67

**JOB SUMMARY:** The Operations Manager is responsible for ensuring that the scheduling and production of all orchestra events (concerts, rehearsals, run-outs) run smoothly, effectively, and in a financially responsible manner. The Operations Manager is also responsible for monitoring and/or carrying out provisions related to Working Conditions as outlined in the Collective Bargaining Agreement (CBA). Regularly involves careful handling of expensive and sensitive equipment.

**ROLE REQUIREMENTS:** Physical strength, stamina, and ability to work well under pressure. Must demonstrate a high level of project and time management skills, clear and efficient communication (verbal and written), exceptional organization and attention to detail. Ability to work as a team, anticipate needs, and make sound judgment calls. Respectful and professional behavior expected at all times. Develop familiarity with the CBA, SMSO policies and standards. Musical knowledge and familiarity with stage production preferred.

#### **JOB DUTIES AND RESPONSIBILITIES:**

##### **Concert Production & Run-outs**

- Coordinate with the Executive Director and Music Director in planning concert programs to ensure complete understanding of all production aspects of events. Work closely with Music Director regarding special setup requirements.
- Plan, organize, lead, and supervise production and stage-related activities for concerts, rehearsals, recordings and performances, including facility, instrument and equipment rental, staging requirements, transport and other logistical arrangements. Assures proper execution of plans.
- Directs and coaches stage crew to ensure safety procedures are followed and proactive communication is maintained at all times.
- Coordinate the logistics of the events day-of schedule, and communicate with the Venue Manager and/or Sound & Lighting technicians to ensure audio, lighting, video, gear, and visibility needs are met. Confirm arrangements with recording engineer for any recording of concerts.
- Responsible for the loading and unloading of stage equipment, instruments, and supplies to and from trucks and positioning the equipment on stage/at venue. Prepare manifests for all transported items; accounts for safe return of items to lender or Symphony storage as appropriate/directed.

- Arrive backstage early to check all preparations, inform orchestra personnel, stage crew, or A/V technicians of any last-minute changes, and determine actual start time of concerts.
- Coordinate concert production activities with the Music Director, Executive Director, and Orchestra Personnel Manager as appropriate.

### **CBA/Orchestra Personnel**

- Incorporate updated CBA terms in all scheduling and logistical planning; monitor for compliance. Ensure the best possible physical working conditions for the orchestra in all situations to maintain Working Conditions as required by the CBA.
- Report any issues or concerns to the venue's appointed site manager and the Executive Director promptly, assisting with resolution as necessary and appropriate.
- Respond to reasonable requests by orchestra members and guest artists as they pertain to working conditions. Follow up on all requests in a timely manner; help promote positive relations between the orchestra and Symphony.

### **Administrative**

- Interacts with SMSO Administration and Staff, orchestra musicians, guest artists, venue staff, and suppliers.
- Report accidents, injuries, maintenance problems and/or broken and unsafe equipment to the Executive Director immediately. Meet with the Executive Director and/or Music Director when requested to share information and discuss issues of concern.
- Work closely with the Executive Director to prepare production budget projections as needed. Maintain appropriate cost controls while maintaining artistic integrity and upholding the CBA.
- Distribute all necessary information regarding venue, instrument, and equipment rental and logistics including locations, times, etc. to the SMSO Administration and other parties as appropriate.
- Manage procurement of supplies, licenses, equipment, and services for operational purposes. Maintain inventories of property and supplies, making periodic checks for reports to the Executive Director. Maintain contact list for venues, equipment sources, and other related connections.
- Submit records of all contractual and other agreements pertaining to the operations of the Symphony to the Executive Director and Office Manager.

### **Other**

- Coordinate logistical arrangements for all special events and projects of the Development and Marketing departments that involve use of a venue, stage crew, and orchestra players or outside contracted entertainment.
- Perform other duties as assigned by the Executive Director.

**SCHEDULE:** Must be available to work lengthy hours (late nights into early morning exceeding 12 hours per shift are possible). THERE ARE NO GUARANTEED SHIFTS OR HOURS. WORK IS CONTINGENT UPON CONFIRMED SHOWS AND NUMBER OF CREW PER SHOW. The stage

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crew may sometimes work split shifts starting in the morning through afternoon and then returning to work after the concert to load out the equipment.

**WORK ENVIRONMENT:** Work conditions may vary depending upon the location of work and/or events; work and/or events may occur indoors and outdoors, therefore requiring exposure to a variety of elements. While working indoors, lighting and temperature are adequate with the use of standard office, venue, and stage equipment available. While working outdoors, the work environment may involve exposure to various elements including but not limited to: sun, heat/cold, dust, pollens and other environmental risks. Event work may include exposure to moderate to extreme noise, limited lighting in areas, exposure to moving mechanical parts and exposure to high, precarious locations.

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to sit, stand, talk, hear, and walking for extended lengths of time. This job requires lifting, pushing, pulling, reach with hands and arms, climb or balance, stoop or kneel, moving and carrying items up to 50 pounds (unassisted) and 75 pounds (with assistance). May also be required to use ladders, and the operation of equipment such as light trucks, boom lifts, or other light power driven equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The use of walkie-talkies and wearing of earbud communications for long periods during events may also be required.

*The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*