



Heartstrings Coordinator

POSITION SUMMARY

Heartstrings is a major community-wide program providing free access to concerts, hands-on enrichment activities, and transportation for a range of underserved local residents in partnership with Orange County agencies. Live music experiences are customized to help Heartstrings Partner organizations fulfill their mission and to have the most meaningful impact on participants.

The Coordinator serves as the primary liaison between Pacific Symphony and Heartstrings Partners, providing outstanding customer service and ensuring that mutual goals and objectives are met. The Coordinator is responsible for managing Symphony concert attendance by working with Heartstrings Partner organizations to fill all allocated seats, arrange for transportation as needed, and manage related logistics. Additionally, the Coordinator may be asked to work with select partner organizations to arrange off-site events, including event planning, contracting and supervising musicians, contributing to program content, and supervising each event day-of.

Heartstrings is a dynamic, growing, and evolving program. The successful candidate will possess the ability to establish and maintain strong business systems, while maintaining the flexibility to adapt to changing priorities and circumstances.

ESSENTIAL FUNCTIONS

Partnership Management:

- Ensure quality relationships with partner organizations
- Maintain clear, regular communication with partner organizations
- Lead annual partnership renewal process

Symphony Concert Attendance:

- Work with Heartstrings Partner organizations to determine ticket and concert requests for each season
- Distribute Symphony concert tickets to partner organizations for all concerts series
- Establish a clear and efficient system of ticket tracking and distribution
- Communicate all details with busing company for organizations receiving transportation assistance
- Confirm arrangements with all parties for each concert

Off-site Performances:

- In conjunction with the Director of Community Engagement, meet with Heartstrings Partner organization to determine event/concert goals, repertoire, and proposed format
- Contract musicians, manage musicians on-site, and complete musician payroll for each event
- Work with on-site contact to ensure that logistics are in place for each event, including chairs, music stands, lighting, programs, and refreshments (as needed)

General Duties:

- Conduct assessments of each event, establishing a clear system of assessment tracking and reporting
- Participate in strategic planning and meetings as needed to contribute to the evolving nature of the program
- Manage adult and high-school age volunteers at all Family Concerts and at other events as required
- Coordinate logistics for program-wide events and large-scale meetings as needed

MINIMUM JOB REQUIREMENTS

Education: College degree preferred

Experience:

- Event planning and management
- Work with not-for-profit agencies and/or arts organizations managing logistics
- Background in music preferred

SPECIFIC SKILLS

Required:

- Strong organizational, detail-management, written, and interpersonal communication skills
- Proficiency in Microsoft Excel, Word, and Outlook
- Ability to think and perform both logistically and strategically, with the ability to adapt to changing and evolving priorities
- Self-motivation and the ability to manage own time
- Punctual, persistent, a problem solver, timely, and creative
- Ability to work successfully with artists and volunteers and manage events in a calm and professional manner

Preferred:

- Fluent in speaking and writing Spanish, other foreign language skills a plus
- Knowledge of orchestral and chamber music repertoire
- Understanding of social service community in Orange County

Supervisory Responsibility: Responsible for supervising adult and high-school age volunteers at all events and Symphony musicians at off-site events

Schedule and Location: This year-round position requires an average of thirty hours a week, mostly in-office, with occasional off-site events occurring during the work day, evenings, and weekends. Coordinator is also required to work four Saturday morning concert events each season.

Department: Education & Community Engagement

Reports to: Director of Community Engagement

Employment Status: Part-time, Non-exempt (must be available to regularly work a 30 hour per week schedule)

APPLICATION PROCEDURE

Please mail or e-mail cover letter and resume by Application Deadline: October 29, 2018

Attn: Mary Hawkes, Director of Community Engagement

Heartstrings Coordinator Search

Address: Pacific Symphony, 17620 Fitch, Suite 100 Irvine, CA 92614

E-mail: MHawkes@PacificSymphony.org

No Phone Calls Please

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

ORGANIZATIONAL BACKGROUND

Founded in 1978, Pacific Symphony enriches the human spirit through superior performances of classical and symphonic music.

Pacific Symphony is a highly dynamic and innovative organization, led artistically by Music Director Carl St.Clair and operationally by President John Forsyte. It presents more than 100 concerts annually and serves 250,000 community members each year. The Symphony is nationally and internationally recognized for performance excellence, strong community engagement through education and other programming.

Resident for much of the year at the renowned Renée and Henry Segerstrom Concert Hall, the Symphony also presents a summer outdoor series at Pacific Amphitheater. Music Director Carl St.Clair is celebrating his 29th season with Pacific Symphony, while Principal Pops Conductor Richard Kaufman is celebrating his 28th season leading the Pops series.

Accomplishments in 2017-18 included a sold-out concert at Carnegie Hall, Orchestra Tour to China and the national airing of our *Ellis Island: The Dream of America Concert* on PBS Great Performances. For 27 consecutive years Pacific Symphony has balanced its budget and has no accumulated debt. It employs an administrative staff of approximately sixty.

www.pacificsymphony.org