



**Job Title:** Operations Assistant (2 positions)  
**Supervisor:** General Manager  
**Status:** Part-time seasonal apprenticeship (full-time during Festival)  
**Duration:** July 11 – August 9, 2019  
(some remote prep work may be required in weeks leading up to Festival)  
**Posting Date:** January 17, 2019

### Job Overview

Festival Mozaic is a fast-paced, fun and vital community nonprofit organization that presents performances by internationally renowned classical musicians and crossover artists in venues throughout San Luis Obispo County, California. The 2019 Festival dates are July 24 – August 4 and will feature chamber, orchestra and *unclassical* concerts, Notable Encounters, farm-to-table culinary events, free “Midday Mini-Concerts,” master classes, open rehearsals, and more.

The Operations Assistants are key members of the Festival Mozaic team and will work directly with the General Manager to ensure that all logistical operations of the Festival’s 30+ events run smoothly and that the Festival’s 50+ musicians have a positive experience. The Operations Assistants will provide administrative and event support to the General Manager and Music Director, and act as the Festival Orchestra’s librarians throughout the Festival. This position will also require interaction with the Executive Director, House Manager, Technical Director and stagehands, Recording Engineer, Festival photo/videographers, volunteers, musicians, venue staff and other apprentices. The ideal candidate will have knowledge of classical music and an interest in event production and/or arts administration.

### Essential Duties & Responsibilities

#### PRIOR TO FESTIVAL:

- Assist with the creation of musician itineraries.
- Create and distribute musician welcome packets.
- Deliver music stands to rehearsal locations.
- Inventory and organize equipment, supplies, and merchandise.
- Prepare music folders for all orchestral programs.
- Create banners and other signage for events as necessary
- Distribute posters and brochures to local businesses.
- Draft program inserts, master class programs, menus, and other program materials.
- Learn and prepare all front-of-house technology (iPads, credit card readers, ticket scanners, wifi hotspots).
- Assist with setup and break-down for the 2019 original artwork poster release party.
- Attend pre-Festival volunteer orientation meeting(s) and help train volunteers on how to use iPads, ticket scanners, etc.
- Attend pre-Festival production meeting(s) and review master technical calendar with Festival team.
- Visit all Festival venues with General Manager and other apprentices.

#### DURING FESTIVAL:

- Attend all orchestra rehearsals and performances, chamber performances, *UnClassical* performances, Midday concerts and master classes. Attend select chamber rehearsals as assigned.

# FESTIVAL MOZAIC

- In the General Manager's absence, ensure that all aspects of the orchestra's Collective Bargaining Agreement are abided by (primarily calling orchestra service start times, end times, and breaks).
- Take attendance at orchestra services. Notify General Manager of absences and assist with calling of late musicians as needed.
- Act as a liaison between musicians and Festival administrative staff. Assist musicians with daily needs related to schedule questions and changes, extra rehearsal requests, equipment needs, etc.
- Ensure that all orchestral parts are available at orchestra services. Distribute and collect music folders for each orchestra service, and transport music to all venues.
- Maintain PDF scans of all orchestral and chamber parts throughout the Festival, and in the case of misplaced or damaged parts, print and bind extra parts.
- Create practice parts, parts for Notable Encounters and page-turn inserts as requested.
- Distribute and collect chamber music media release forms.
- Assist with transportation of supplies between venues. Occasionally transport musicians.
- Assist House Manager/Volunteer Coordinator with lobby and musician hospitality setup. Staff FOH tables as necessary to sell raffle tickets, merchandise, fundraiser events, etc.
- Oversee setup and stage needs for special events, master classes and outreach concerts as assigned.
- Assist technical crew with stage setup, changes, and tear downs as assigned.
- Assist with communication of changes in Festival schedule to staff, musicians, and/or volunteers.
- Coordinate musician complimentary ticket requests.
- Assist Festival videographers with video recording setup/operation at select events.
- Occasionally act as page turner for Festival pianists.
- Run Festival-related errands. Be available for sundry needs facing the Music Director, including running essential errands, transporting and contacting musicians, photocopying, and other duties as required.

## **AFTER FESTIVAL:**

- Assist with reorganization and restocking of equipment and supplies.
- Retrieve music stands and other items from rehearsal locations.
- Create thank you notes for donors, in-kind and media sponsors, wineries, etc.
- Create and send post-Festival survey to musicians, volunteers, and others.
- Assist with the return of rented and loaned equipment.

As a small organization, all employees of Festival Mozaic are expected to perform other duties as assigned.

## **Knowledge, Skills, Talents, & Abilities**

- Formal music education required; must be able to read music.
- Familiarity with Microsoft Office (Word, Excel, PowerPoint) required.
- Experience with Google Drive, Dropbox, or other file sharing platforms required.
- Experience as an orchestra musician, orchestra manager or librarian is a plus.
- Team player with a positive attitude and ability to problem solve.
- Excellent people skills and strong customer-service ethos.
- Respect for a diversity of cultures.
- Valid driver's license and reliable vehicle required (mileage reimbursed at IRS rate).
- Cell phone with text message and email capabilities required.



**Confidentiality:** All matters pertaining to operations, donors, patrons, volunteers, musicians and other Festival personnel must remain confidential.

**Organization:** Good time-management skills, attention to detail, and positive attitude. Ability to work independently and with a team and meet deadlines.

**Coordination:** Understand the relationship of all operational positions to each other, and their impact on the culture and meeting operational goals. Adjust actions on relation to others' actions, i.e., collaboration and team work.

**Mission:** All employees are responsible for promoting the mission of the organization. All employees follow branding and communications standards established for the organization.

#### Compensation

- \$1,200 Honorarium
- Housing in a private home for duration of apprenticeship (if required).
- Mileage will be reimbursed when driving personal vehicle according to IRS guidelines.
- Free admission to all Festival Mozaic events.
- Some meals and snacks provided.

#### Physical Demands

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Ability to lift up to 35 pounds, climb stairs, ability to see well in semi-darkness. Must be able to work long hours during Festival – evenings and weekends are required.

#### Work Environment

*The work environment characteristics 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.*

Solitary and team-work settings; noise level ranges from quiet to loud; some outdoor events in varying temperatures.

#### How To Apply

To apply, please submit a cover letter and resume online at: [www.festivalmozaic.com/apply](http://www.festivalmozaic.com/apply).

**Application deadline: March 15, 2019.**

Mozart Festival Association dba Festival Mozaic is an equal opportunity employer and does not unlawfully discriminate on the basis of race, creed, national origin, disability, sex, marital status, age, gender identity or any other protected status covered by federal or state law. [www.FestivalMozaic.com](http://www.FestivalMozaic.com)