

FESTIVAL MOZAIC

Job Title: Operations Coordinator
Supervisor: Executive Director
Status: Non-exempt, regular part-time position
Posting Date: October 1, 2021. Open until filled.
Schedule: 25-30 hours per week. Some nights and weekends required surrounding events. Must be available entire month of July.

Job Overview

Festival Mozaic is a fast-paced, fun and vital community nonprofit organization that presents performances by internationally renowned classical musicians and popular artists in venues throughout San Luis Obispo County, California. Now in its 51st year, Festival Mozaic will present approximately one weekend of performances per month from September – May, and a two week festival of over 40+ events during the last two weeks of July 2022. The Festival features classical orchestra concerts, chamber music concerts, “Notable Encounter” interactive events, fundraiser dinners, free concerts, educational master classes, lectures, and more during the summer festival as well as during the year.

The Operations Coordinator will be a key member of the Festival administrative and event support team. They will oversee all administrative functions of the Festival Mozaic office, including bookkeeping, filing, office supply management, ticketing and development tasks. They will also provide support at special events and in the box office at concerts. The ideal candidate will have experience working in an office and/or in a customer service setting, be an excellent communicator, and have an interest in classical music or the arts.

Essential Duties & Responsibilities

Administrative & Financial Operations

- Answer phone calls and general email inquiries. Direct specific inquiries to other staff as necessary.
- Prepare fundraising and marketing mailings – stuffing envelopes, address labeling, etc.
- Maintain office filing system.
- Maintains office supplies, letterhead & stationery, postage meter and other equipment supplies and arranges repair when needed
- Maintain patron and donor database, periodically de-duplicating and cleaning up records.
- Prepare financial reports for the Executive Director, board of directors, and accountants as needed.
- Assist with keeping financial records in QuickBooks.
- Assist with grant applications and reports.
- Prepare cash bags for event on-site sales: merchandise, concessions, and at-door ticket sales.

Box Office & Event Operations

- Sell tickets to patrons on the phone and in person at the Festival office.
- Fulfill complimentary ticket requests from hosts, musicians, and sponsors.
- Staff the box office window/table at assigned concerts.
- Serve as event lead at special events: dinners, luncheons, parties, receptions, etc.

FESTIVAL MOZAIC

- Coordinate all catering and event rental needs for special events including tables, chairs, linens, flowers/decor, etc.
- Work with Volunteer Coordinator to arrange hospitality for visiting artists through restaurant and grocery donations or purchases.
- Arrange for in-kind donations of wine, food, and services. Make sure all in-kind donors are properly acknowledged.
- Work closely with the General Manager to secure in-home housing for all Festival Mozaic orchestra and chamber artists.
- Maintain database of all hosts. Perform home visits for potential new hosts.
- Book hotel and travel for special guest artists.

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

Knowledge, Skills, Talents, & Abilities

- Familiarity with Microsoft Office required.
- Extremely proficient in computer use; comfortable learning new computer programs and technologies.
- Experience with Google Drive, Dropbox, or other file sharing platforms preferred.
- Excellent communication skills via phone, email, and in-person conversations.
- Ability to work efficiently and effectively with minimal supervision.
- 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.

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 in relation to others' actions, i.e., collaboration and teamwork.

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

FESTIVAL MOZAIC

Compensation

- Hourly wage commensurate with experience.
- Mileage reimbursed when driving a personal vehicle according to IRS guidelines. Personal commuting miles are not reimbursed.
- Free admission to all Festival Mozaic concerts, culinary events excluded.
- 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 some evenings and weekends during the Festival period.

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 detailing your interest and qualifications via email to:

David George, General Manager, dave@festivalmozaic.org No phone calls please.

Applications accepted on a rolling basis until filled.