



Operations & Education Manager

Job Description

JOB TITLE: Operations & Education Manager

EMPLOYMENT STATUS: Regular, Full-time (40 hours per week), Non-Exempt

COMPENSATION: \$19.00 to \$21.00 per hour (\$39,520 to \$43,680 annualized)

BENEFITS: Paid time off, paid leave; health insurance benefits anticipated on or before 08/2023

REPORTS TO: Executive Director

JOB SUMMARY: The **Operations & Education Manager** is a pivotal role responsible for facilitating the artistic operations of the orchestra and overseeing education and outreach initiatives. This position is a crucial part of the artistic team, acting as the point-of-contact for Musicians, the Music Director, Conductor(s), Guest Artists, and other artistic staff. Additionally, the **Operations & Education Manager** plays a key role in the design and delivery of RSO's education and community outreach programming.

THIS ROLE IS ACCOUNTABLE FOR THE FOLLOWING:

- Operations
 - Facilitating annual Musician Contract renewals; coordinating with the Orchestra Personnel Manager regarding yearly player's contracts;
 - Designing and coordinating a run-of-show for each event in consultation with the Music Director, Conductor(s), Executive Director, Guest Artists, and Stage Management;
 - Creating stage plots for each performance to inform stage management of musician setup;
 - Coordinating backline orders, additional rental/borrowing of instruments and equipment, and/or procurement of additional stagecraft needs per concert, as necessary;
 - Coordinate with Player's Committee and/or the Musician's Union Local 47 to address needs and submit items for review to the Executive Director in a timely manner;
 - Provide point-of-contact support for Musicians, Artistic Staff, and Guest Artists for each rehearsal and performance;
 - Coordinate Guest Artist contracts in partnership with the Executive Director;
 - Coordinate Guest Artist travel including hotel, air, and ground transportation;
- Education
 - Provide logistical and content support for in-house education programs including *OrKIDstra*;
 - Collaborate with Executive Director, Music Director, and University partners on repertoire for *OrKIDstra* and additional musical needs for education/community engagement events as needed;
 - Lead the creation and implementation of supplemental curriculum for *OrKIDstra* and mainstage performances with vendors and staff;
 - Serve as lead administrator for the Summer Music Academy when offered;



- Coordinate with internal staff regarding adult education and audience engagement activities

All administrative staff members of the Redlands Symphony Association participate in the following concert/event specific duties in varying levels of accountability and support:

- Basic box office functions include ticket sales, subscription sales and renewals, and other product sales
- Concert night front of house operations including but not limited to box office operations, will call ticketing, accessibility services support, pre- and post-concert activity management, usher training, and volunteer management
- Logistics support including people flow support, event setup and teardown, technology setup and teardown

The above is not an exhaustive list of concert duties as some duties may change to suit a given program, venue, artist, or other consideration.

SUPERVISORY CAPACITY: This position supervises the following roles: Librarian, Personnel Manager, Stage Manager

WORKING FOR THE REDLANDS SYMPHONY ASSOCIATION

The Redlands Symphony Association is an equal opportunity employer.

The Association's (RSA) equity goal is to serve our mission of providing exceptional classical symphonic music programs that entertain and educate, while creating an artistic community that promotes equity, diversity, fairness, and equal access for everyone. The RSA does now and always has abhorred discrimination of any kind. By our policies and our programs, we strive to reflect the broad multicultural tradition of all who live in Redlands and our surrounding community.

The Association embraces and is committed to diversity and inclusion within our staff, musicians, guest artists, audiences, and surrounding communities. The Association does not discriminate based on race, color, religion, religious creed, sex, sexual orientation, national origin, ancestry, or age. The Association provides reasonable accommodation for disabled applicants and employees in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act.

As an employer, the Redlands Symphony provides the option of flexible working hours (with exceptions for concerts and other events), complimentary concert tickets to any concert in the season, professional development opportunities through organizations like the Association of California Symphony Orchestras and the League of American Orchestras, and collaborative support within the office.

(continued)



TRAITS FOR SUCCESS IN THIS ROLE

Not every candidate will have every desirable trait, but some combination of the following will help the person in this role succeed:

- Knowledge of the performing arts, preferably instrumental music, and the practices for running a successful performance
- Comfortability working with the public, particularly in high-volume and high-stress situations
- Knowledge of and/or experience with budgeting
- Knowledge of and/or experience in community engagement, teaching, educational outreach, or relevant skills
- Ability to delegate and coordinate assistance from colleagues
- Tact and professional demeanor
- Understanding of contracts, particularly labor union agreements
- Understand of and comfortability with a collaborative environment, including assisting with function outside your required task for event managements (e.g., concerts) where appropriate

CONDITIONS & TIME REQUIREMENTS

This position requires sitting, walking, standing, climbing stairs, hearing, speaking, using technology, being able to lift up to 25 lb., and working from various locations pertaining to organizational operations. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States if requested. This position is a flexible time position, typically engaging in 32 to 40 hours per week. For concerts and events, which typically occur evening and weekends at various times throughout the year, flex time during the work week is offered.

COVID Workplace Safety Requirements

This position will require you to interact with employees, patrons, vendors, and others who may or may not be vaccinated or recently tested. All employees must have proof of full vaccination or be able to show results from a current negative COVID test. Without vaccination, regular testing will be required. You will be required to wear personal protection equipment (PPE) by the San Bernardino County Department of Public Health protocols, the University of Redlands and the Redlands Symphony, as needed. You agree to comply at all times with the Symphony's health and safety guidelines.

TO APPLY: Please send a resume or CV along with the completed [Supplemental Questions](#) to careers@redlandssymphony.com on or before October 28, 2022. No phone calls, please. Only completed interest packets will be accepted.

ANTICIPATED TIMELINE: The Redlands Symphony utilizes a blind hiring process for initial screening rounds and preliminary interviews. Applications are processed in the order they are received up until the closing date above. Applicants can expect a response within 3 weeks of the closing date above about the status of their application. Ideally, the position would be filled on or before December 1, 2022.



Supplemental Questions: Operations & Education Manager

To provide a fair and balanced hiring practice to all candidates, this list of supplemental questions provides an opportunity to demonstrate skills either not immediately shown by work experience or not obviously transferrable. Any answers provided are considered as part of the Applicant's overall application and qualifications. **Please include this with your resume.** Failure to do so may result in a delay of your application and potential rejection from the applicant pool. If you require an accommodation to complete these, please contact the Redlands Symphony via email at careers@redlandssymphony.com

1. Describe an experience you have from work, life, or both that demonstrates your management and/or delegation style.
2. What is your experience within a team dynamic? How do you work with others best?
3. Describe an experience where you led an initiative, preferably within arts education or performing arts production. What were the successes, challenges, and learning opportunities?
4. Describe your organizational style. How do you juggle multiple projects with multiple constituency groups and/or deadlines?