



## GENERAL MANAGER – POSITION DESCRIPTION

**POSITION:** General Manager  
**REPORTS TO:** Chief Executive Officer  
**SUPERVISES:** Production Manager, Personnel Manager, House Manager, and Librarian  
**CLASSIFICATION:** Full-Time/Salaried/Exempt

### POSITION SUMMARY

The General Manager is responsible for executing the artistic planning and production of the Pasadena Symphony and POPS, as guided by the artistic vision of the Music Director, artistic leadership, and the Chief Executive Officer (CEO). Working closely with the CEO and the Music Director, the General Manager is responsible for managing the budget, schedule, and production requirements of all rehearsals and performances of the Pasadena Symphony Series at the historic Ambassador Auditorium, the Pasadena Pops Summer Series at the Los Angeles County Arboretum, and various community, education, and special events throughout the year. The General Manager will supervise the artistic production team, facilitate guest artist, venue, and vendor contracting and relations, will provide key administrative leadership support to the CEO, and will serve as a key liaison between the orchestra musicians and the Association.

### DUTIES AND RESPONSIBILITIES

#### Artistic Planning

- Collaborate with the Pasadena Symphony Music Director, Principal Pops Conductor, Resident Pops Conductor and CEO, to set annual concert programming, assist in guest artist and guest conductor selection, and provide research of repertoire, artists, and composers for future programs and seasons.
- Create and manage the master artistic planning calendar and monitor and coordinate and communicate with key personnel across the organization regarding crucial dates and deadlines.
- Cultivate relationships with artists, agents, and performing arts leaders and peers to identify existing and emerging artistic talents and repertoire, and best practices in orchestra management.
- Identify strategies to maximize reach of the orchestra in the community and recommend innovative programs and strategies to attract and retain diverse audiences and increase earned revenue.

#### Concert Production

- Provide direct support to the Music Director (Symphony) and the Principal Pops Conductor and Resident Pops Conductor to ensure concert and rehearsal production logistics are planned, scheduled, staffed, and implemented.
- Negotiate and secure all necessary equipment rentals and agreements, city permits and performance licenses, and manage concessions contracts such as parking, food, and catering vendors.
- Hire and supervise the production staff including the Production Manager, Personnel Manager, and House Manager, and Librarian, provide general oversight of all production personnel including the

Stage Managers and contracted stage crews and technicians for performance, rehearsal, and event activities to ensure professional, polished presentations.

- Ensure that conductors, musicians, and guest artists have a welcoming and supported experience and are treated professionally and respectfully across the organization.
- Serve as the primary point of contact for the organization's primary performance venues, the Ambassador Auditorium in Pasadena, and the Los Angeles County Arboretum in Arcadia, and other creative partners and venues, as required.

### **Orchestra Management & Operations**

- Coordinate activities and communication between departments regarding community and special projects involving artistic production resources and personnel.
- Provide support to the CEO in the PSA's collective bargaining process with Local 47 of the American Federation of Musicians (AFM) to ensure collaborative negotiations and relationship with our musicians to advance the mission, vision, and goals of the organization, and serve as a key liaison between the artistic and administrative leadership and the Orchestra Committee.
- Interpret and implement terms of the collective bargaining agreement and strategize solutions when discrepancies arise, in consultation with the CEO.

### **Administrative**

- Assist the CEO in negotiating fees and contracting of guest soloists, guest artists and venues.
- Develop and monitor budgets for all artistic and production activities, balancing expense management with artistic integrity and compliance with contractual agreements and obligations, and review and approve all artistic production-related payrolls and payments.
- Serve as a key member of the senior management team to assist the CEO in setting and implementing strategic planning, and administrative and artistic policies as set by the Board.
- Collaborate with the CEO and senior leadership team to coordinate fundraising and communication activities that support and promote our programming, musicians, and community engagement.
- Serve as a representative and advocate of the musicians and artistic leadership at Board meetings, when requested, and within the senior administrative team, and as a spokesperson for the Association as requested by the Chief Executive Officer or Music Director.
- Support the CEO and Music Director with other administrative leadership duties as requested.

### **QUALIFICATIONS**

- An undergraduate degree in music, arts administration, or a related field is expected; Master's degree in Music, Arts Administration, or Business or relevant fields of study, or comparable professional experience and training recommended.
- A minimum of five years of experience in a supervisory position within a live performing arts setting is required, symphony orchestra operations strongly encouraged.
- Must possess a deep understanding of classical music, orchestral programming, concert production staging, and awareness of current trends and best practices in orchestra management; knowledge or experience in popular music and/or outdoor live-event presentations encouraged.
- Demonstrated capacity to interpret, navigate, and negotiate collective bargaining agreements.

- Experience preparing, monitoring, and managing complex operational budgets.
- Experience leading, supervising, and collaborating with a diverse team of musicians, guest artists, production professionals, vendors, and administrators.
- Possess strong written, verbal, and interpersonal communication skills.

### **DESIRED ATTRIBUTES**

- The ideal candidate will be a resourceful and strategic problem solver with excellent self-management skills to work effectively on multiple planning horizons and the ability to shift priorities and react thoughtfully, quickly, and calmly to resolve issues in a fast-paced environment
- The ability to set and attain artistic and organizational goals by developing effective strategies and pursuing opportunities that advance progress towards the goals, with the determination and persistence to overcome obstacles.
- Possess a high degree of tact, professionalism and discretion interfacing with a wide range of constituencies and personalities and able to adapt nimbly to differing situations and styles.
- Demonstrate a commitment to advancing the organization's values of equity, diversity, and inclusion.
- Demonstrate an eagerness to collaborate with others, showing respect and appreciation for each team member's perspectives and contributions.

### **ADDITIONAL REQUIREMENTS**

- May be required to lift up to 30 pounds (such as boxes of music, chairs, music stands, etc.) either alone or with assistance.
- While this is primarily an in-office position, the General Manager will also be required to be present for select evening and weekend rehearsals, performances and events and load-in/out at our venues. A flexible work scenario will be considered to accommodate this schedule.
- Must possess a valid driver's license and reliable transportation as this person will be required to drive to off-site locations and may need to transport production-related supplies and equipment between venues, as requested.

### **SALARY AND BENEFITS**

The Annual Salary range for this position is between \$100,000 and \$120,000, based on experience. The Pasadena Symphony Association covers 100% of fulltime employees medical, dental, and vision insurance benefits and provides optional participation in the company's 401(k)-retirement plan (unmatched). The Association also offers fulltime exempt employees a generous flexible Paid Time Off (PTO) policy, and 10 paid holidays annually.

### **HOW TO APPLY**

Please email an attached cover letter and resume/CV to the attention of Andrew Brown, CEO, at [jobs@PasadenaSymphony-Pops.org](mailto:jobs@PasadenaSymphony-Pops.org), and include "General Manager Position" in the subject line. Click [here](#) to view this position posting on our website.

## **ABOUT THE PASADENA SYMPHONY AND POPS**

Formed in 1928, the Pasadena Symphony and POPS is an ensemble of Hollywood's most talented, sought-after musicians. With extensive credits in film, television, recording and the orchestral industry, the artists of the Pasadena Symphony and POPS are the most heard in the world.

The Pasadena Symphony and POPS performs in two of the most extraordinary venues in the United States: Ambassador Auditorium, known as the Carnegie Hall of the West (Pasadena Symphony), and the Los Angeles Arboretum & Botanic Garden (Pasadena POPS). The multi-platinum-selling, two-time EMMY and five-time GRAMMY Award-nominated entertainer dubbed "The Ambassador of the Great American Songbook," Michael Feinstein, leads the POPS as Principal Pops Conductor, succeeding Marvin Hamlisch. The Pasadena Symphony is currently facilitating a multi-year national search for its next Music Director.

A hallmark of its robust education programs, the Pasadena Symphony Association has served the youth of the region for over five decades through the Pasadena Youth Symphony Orchestras (PYSO). PYSO offers supplemental in-class instruction within the Pasadena Unified School District and eleven performance ensembles, serving over 700 4th-12th grade students from all over Southern California. The PYSO has performed at venues across the globe as well as on the television show *GLEE*.

### **An Equal Opportunity Employer**

The Pasadena Symphony Association is committed to creating a sense of belonging by providing broad access points to the world of symphonic music through our concert presentations, community engagement activities, and educational programs. We are committed to equity, and to fostering an environment of inclusion at our concerts, in our education programs, among our workforce and on our Board of Directors. Within this commitment, we strive to be a gathering place where people, regardless of background, feel welcomed to participate fully in the joy of live music. The Pasadena Symphony Association strives to reflect the broad culture of our community.

Visit [PasadenaSymphony-POPS.org](https://PasadenaSymphony-POPS.org) for more information.