

# FESTIVAL MOZAIC

**Job Title:** Operations Coordinator  
**Supervisor:** General Manager  
**Status:** Part-time seasonal position (non-exempt)  
**Duration:** June 1 – August 7, 2020  
**Posting Date:** February 18, 2020

## 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. Celebrating its 50<sup>th</sup> Anniversary Season in 2020, the Festival dates are July 17-August 1, 2020. The 2020 season will feature chamber and orchestra concerts, popular celebrity artists, “Notable Encounter” educational performances, a family concert, 10 free midday concerts, lectures, and more.

The Operations Coordinator is a key member of the Festival Mozaic team and will work directly with the General Manager to plan and produce all of the Festival’s 30+ events. The Operations Coordinator will be responsible for advancing and producing all of the Festival’s free community events, including but not limited to free midday chamber music concerts, lecture series, open rehearsals, and master classes. The Operations Coordinator will also work with the Volunteer Coordinator to disseminate information and schedules to volunteers and will coordinate volunteers and/or serve as House Manager at selected events. The Operations Coordinator will also provide some administrative and event support to the General Manager and Music Director and serve as the Concert Manager on duty for all free community events and other selected events. This position will require interaction with the entire Festival Mozaic team, which includes: Music Director, Executive Director, General Manager, House Manager, Operations Coordinator, Special Events Manager, Production Assistant, Technical Director and stagehands, Recording Engineer, Festival photo/videographers, volunteers, musicians, and venue staff. The ideal candidate will have an interest in classical music and experience in event planning or arts administration.

## Essential Duties & Responsibilities

### PRIOR TO FESTIVAL:

- Coordinate all production and event needs with artists and venues for free community events, including event schedules, load-in times, piano tunings, on-site venue contact information, etc.
- Input free community event production information into master schedule.
- Assist with the creation and distribution of musician welcome packets.
- Work with Volunteer Coordinator to announce volunteer opportunities and respond to volunteer inquiries. Prepare materials for two volunteer orientation meetings.
- Learn and prepare all front-of-house technology (iPads, credit card readers, ticket scanners, wifi hotspots).
- Create printed materials for master classes, lectures, and special events including programs, inserts, dinner menus, and more.
- Create banners and signage for events as needed.
- 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.
- Attend site visits/production meetings at select Festival venues with other staff.

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## **DURING FESTIVAL:**

- Serve as Concert Manager and/or House Manager at all free community events and other assigned events in the absence of the General Manager, supervising FOH and backstage needs.
- Ensure programs and other printed materials for free community events are available at all venues.
- In coordination with the House Manager/Volunteer Coordinator, send emails reminding volunteers of their scheduled events each day, 48 hours in advance of every event requiring a volunteer crew.
- Assist with communication of changes in Festival schedule to staff, musicians, and/or volunteers.
- In the General Manager's absence at orchestra rehearsals and concerts, ensure that all aspects of the orchestra's Collective Bargaining Agreement are abided by (primarily monitoring start times, end times, and breaks).
- 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.
- Assist with transportation of supplies between venues. Occasionally transport musicians.
- Assist technical crew with stage setup, changes, and tear downs as assigned.
- Run Festival-related errands.

## **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 event partners, 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**

- Experience in event planning or arts administration is desired. Experience working with volunteers is a plus.
- Interest or familiarity with classical music is desired; formal music education is not required.
- Familiarity with Microsoft Office (Word, Excel, PowerPoint) required.
- Experience with Google Drive, Dropbox, or other file sharing platforms required.
- CPR/first aid certification is a plus, but Festival will provide this training if needed.
- 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.

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**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

- \$20/hour
- Mileage will be reimbursed when driving a personal vehicle according to IRS guidelines. Personal commuting miles are not reimbursed.
- Free admission to all Festival Mozaic events, some 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 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 detailing your interest and qualification via email to:

David George, General Manager

[dave@festivalmozaic.com](mailto:dave@festivalmozaic.com)

No phone calls please.

**Application deadline: April 1, 2020.**

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)