



OPERATIONS MANAGER

Title: Operations Manager
Department: Artistic
Reports to: Artistic Director
Supervisor to: Stage Manager, Production Staff

Position Type: Full-Time

The ideal candidate will be someone who is excited about the future of orchestral music and performing arts as we look ahead to the post-pandemic era and new ways for the Cape Symphony to serve its communities. Our desired candidate will bring a positive, team-oriented attitude and approach to this position, as well as the desire to find new solutions to problems and improve existing systems.

Duties:

The Operations Manager is responsible for ensuring the physical, mechanical, technical, theatrical and logistical details for all orchestra and institutional events (concerts, rehearsals, tour, run-outs, and special events like galas, education events, board meetings, etc.) run smoothly, effectively, and in a financially responsible manner. The Operations Manager researches and contracts outside equipment vendors, repair and technical services. It is required that the Operations Manager is well-versed in the latest operational technologies, and can make continual recommendations on how to improve efficiency and results.

Concert Production and Planning:

- Plan and administer all concert production activities of the orchestra, including facility and equipment rental, staging requirements, venue parking, permitting and other logistical arrangements.
- Prepare the orchestra's production schedule by working with Artistic Director and Artistic Administrator to achieve artistic goals while maximizing services for financial benefit and upholding the requirements of the master agreement. Coordinate production schedule with Barnstable Public Schools Facility Office for all BPAC performances
- Reconcile invoices, track expenses, and maintain updated departmental budget information throughout the season. Project budget needs for future projects and seasons.
- Be present and available for all rehearsals and concerts, including special events as determined by the administrative and artistic leadership team.
- Serve as primary front of house, security, venue and parking liaison with all CS venues.
- Supervise orchestra setup for rehearsals and concerts and coordinate with Artistic Administrator and Stage Manager regarding special setup requirements.

- Ensure that the Stage Manager is present at all services, arriving backstage early to check all preparations, informing orchestra personnel or stage technicians of any last-minute changes, and determining actual starting time of concerts.
- Assist with guest artist hospitality and transportation as required.
- Assist as required to execute on-site artist logistics during rehearsals and concerts.
- Work with Artistic Administrator to manage fee engagement contracts and technical riders.
- Arrange for parking/transportation for run-outs.
- Responsible for archival recordings; coordinate production requirements, timings, and special needs for broadcasts. Confirm arrangements with recording engineer for any recording of concerts.
- Maintain complete, timely and accurate concert production and expense information.
- Preview and schedule all orchestra services with various venues. Scout new venues.
- Coordinate additional activities scheduled by development, marketing, and public relations departments for special events, chamber group, and solo contracting as needed outside CS regular schedule.
- Coordinate logistical arrangements

Essential Skills:

- Proficiency in standard Microsoft Office applications
- Ability to problem solve under high stress situations
- Superior written and verbal communication skills
- Ability to diplomatically and graciously handle a wide variety of personalities
- Excellent attention to detail, and ability to manage multiple overlapping projects and set realistic expectations for meeting deadlines.
- High level of organization and professionalism
- Ability to handle confidential information
- The discipline to work independently, but also the ability to function as a member of a team

Qualifications:

- Formal degree in Theatrical Production or Facilities Management or a minimum of two years of experience in symphony operations or theatrical production is required.
- Knowledge of orchestral and chamber music repertoire is an asset.

Working Conditions/Physical Demands:

The employee will be required to perform essential functions of the job during evenings and on Saturdays and Sundays, as the Cape Symphony's performance schedule dictates. Valid driver's license and access to an automobile are necessary for extensive Cape Cod travel. The employee must be able to lift 20lbs, speak and listen on a headset, navigate theater backstage spaces which are sometimes narrow and uneven.

To Apply:

Please send a cover letter and resume in PDF format to recruitment@capeSymphony.org with “Operations Manager” in the subject line. The Cape Symphony is an equal opportunity employer. No phone calls please.

About the Cape Symphony:

At the Cape Symphony, our mission is to “Inspire Joy.” We do this through outstanding entertainment and educational programs. The Cape Symphony is Cape Cod’s very own professional orchestra and performs a ten-concert season from September to June at the 1,400-seat Barnstable Performing Arts Center in Hyannis, plus special events and summer programs. From popular hits to magnificent classics, highlighting hidden gems and putting a new twist on standards, the emphasis is always on fun, surprises, and beautiful music. The Cape Symphony commitment to education for all ages includes private lessons, classes and ensembles at campuses in Barnstable and Falmouth as well as online. Its acclaimed preschool program is known for blending traditional academics with the arts. Through community outreach, the Cape Symphony brings an array of engaging programs to the Cape Cod community.

The Cape Symphony values diversity and inclusiveness in the workplace. Individuals who bring diverse backgrounds and perspectives are encouraged to apply. It is our policy to provide equal employment opportunity (EOE) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, the Cape Symphony will provide reasonable accommodations for qualified individuals with disabilities.