



Position:	<u>Concert Operations Manager</u>
Employment Type:	Non-Exempt, Full-time
Department:	Artistic Operations
Salary Range:	\$24-\$27 per hour
Reports To:	Senior Director of Production

ABOUT THE ROLE:

The primary role of the Concert Operations Manager is to support Pacific Symphony concerts and festival events by providing operational and administrative support to the Artistic and Operations Department and to manage front-of-house logistics in assigned venues. This role is under the supervision of the Senior Director of Production with a dotted line relationship to the Senior VP of Artistic Planning and Production.

PRIMARY RESPONSIBILITIES:

- Maintain communication between Pacific Symphony staff and the Symphony's venues (mostly Renée and Henry Segerstrom Concert Hall and Great Park Live) in organizing front-of-house (lobby) logistics for each set of performances
- Conduct production meetings with the Pacific Symphony staff for each set of Symphony-produced performances
- Create and Distribute Concert Information Sheets and Front-of-House Requests for each set of performances
- Assist the marketing and artistic teams by organizing and executing lobby activations for performances
- Proofread program books (with other staff colleagues)
- Assist in concert production with tasks administered by the Senior Director of Production
- Serve as a part of the concert duty rotation
- Assist the Operations staff in all areas of concert production on an as-needed basis
- Maintain and organize department files, invoices and supplies
- Assist the Director of Orchestra Personnel with auditions and other tasks as requested
- Assist in creating orchestra communications, including musician website, concert fact sheets, annual notices, memos, orchestra schedules, program memos, mailings, parking passes, ID badges, maps, and other correspondence
- Order percussion, backline, trucks, buses, meals, and supplies
- Organize invoices for the production team and track payments as needed
- Assist the Education and Community Engagement team with event logistics (lantern festival, family, youth, others as needed)
- Assist with IMAG camera work as needed as a robo cam operator
- Assist with Pops artist/production management



- Assist with truck loading, load-ins, and load-outs, as needed
- Stock production and hospitality cases
- Keep an accurate inventory of the Symphony's equipment
- Serve as project manager for special concerts and events, as assigned

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

EXPERIENCE AND QUALIFICATIONS:

- A bachelor's degree, preferably in music or the arts
- Some experience with a professional symphony orchestra, either as a performer or in a management capacity
- Ability to read music is desired (and extremely helpful)
- Must be impeccably organized, self-motivated and able to prioritize multiple projects with meticulous attention to detail
- Ability to handle diverse and varying workloads; willingness to work nights and weekends
- Punctuality is a must
- Must possess the ability to stay calm, think clearly and maintain a professional demeanor under pressure
- Must be a team player who is able to remain flexible in quickly-changing circumstances
- Proficiency with Microsoft Office Suite software including Outlook, Word, Excel, and PowerPoint
- Must maintain professional standards while working with confidential information
- Must possess knowledge and love of classical music and a respect for the artistic temperament
- Must be able to lift 50 pounds comfortably and unaided
- Must possess excellent customer service, interpersonal communication and problem solving skills
- Much of this position's work is done in the evenings and on the weekends.

COMPENSATION:

Pacific Symphony offers a comprehensive compensation and benefits package including retirement plan options, escalating paid vacation, sick, personal days and holidays, and health benefits including medical, dental, vision, life and long-term disability insurance, flexible spending accounts and employee assistance program, complimentary tickets.

TO APPLY:

- Email your resume, cover letter and salary requirements no later than April 26, 2024, to **Eileen Jeanette - ejeanette@pacificsymphony.org**
- Please begin your subject line with the words "Concert Operations Manager"
- No phone calls please



ORGANIZATIONAL BACKGROUND:

The Pacific Symphony is the largest orchestra formed in the U.S. in the last 50 years and is recognized as an outstanding ensemble making strides on both the national and international scene. Our mission is to inspire, engage, and serve Orange County and the region through exceptional music performances, education, and community programming.

Founded in 1978, Pacific Symphony enriches the human spirit through superior performances of classical and symphonic music. Pacific Symphony is located in Orange County; California's second most populous county, boasting a rich arts tradition strongly supported by an engaged public. The region is a tourism magnet, home of Disneyland, and a major financial and business hub.

Pacific Symphony is a highly dynamic and innovative organization, led artistically by Music Director Carl St.Clair and operationally by President John Forsyte. The Symphony has been designated as a Tier One orchestra by the League of American Orchestras, joining the ranks prestigious orchestra such as the LA Philharmonic, Chicago Symphony, and New York Philharmonic.

Pacific Symphony presents more than 100 concerts annually and serves 250,000 community members. The Symphony is nationally and internationally recognized for performance excellence, strong community engagement through education and other programming and for commissioned new works by contemporary composers. Pacific Symphony twice received prestigious ASCAP Awards for Adventuresome Programming and was showcased in the League of American Orchestras' nationally released publication entitled *Fearless Journeys*. Pacific Symphony's Class Act elementary school education program has been honored by the National Endowment for the Arts and the League of American Orchestras for its exemplary orchestra education.

Resident for much of the year at the renowned Renée and Henry Segerstrom Concert Hall, the Symphony also presents a summer outdoor series at Five Point Amphitheatre. Pacific Symphony is commencing on a music director search to succeed Carl St.Clair who has recently celebrated 35 years as music director and will eventually hold the title of Music Director Laureate when a new music director is appointed. The Symphony also announced the appointment of Enrico Lopez-Yañez as Principal Pops Conductor commencing in the 2023-24 season.

Pacific Symphony values diversity in its workforce and is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political beliefs, (dis)ability, age, sex, gender identity, sexual orientation, protected veteran status, or any factor protected by law.