



JOB DESCRIPTION | Director of Operations

Kalamazoo Symphony Orchestra

Job Title: Director of Operations
Organization: Kalamazoo Symphony Orchestra
Reports to: Executive Director

The Kalamazoo Symphony Orchestra is seeking qualified candidates for a **Director of Operations** to join our collaborative, enthusiastic team. Our mission is to serve our community through outstanding musical listening and learning experiences. You will help carry out this mission in an environment where you are valued for the work you do and have an opportunity to make a difference in the community.

Position Summary:

As a key member of the leadership team, the Director of Operations is responsible for ensuring that the scheduling and production of the Kalamazoo Symphony Orchestra's concerts, rehearsals, tours and special events run smoothly, effectively, and in a financially responsible manner, and must be a positive liaison between the organization's artists, partners, and musicians. This person oversees compliance with vendor and union contracts, and interacts with musicians, artistic administration, artist managers and facility management in a way that builds strong, positive relationships for the KSO.

This individual will be a self-starter, and will be able to succeed in a dynamic, fast-paced, regional performing arts institution. This position oversees the Operations Manager, Personnel Manager, Orchestra Librarian and stage personnel.

The KSO promotes a welcoming organizational culture of positivity, inclusivity, and acceptance. We seek leaders for our team that are strong communicators and promote these values.

Primary Responsibilities include but are not limited to:

- Oversee the scheduling of orchestra services, including rehearsals, performances, recordings, runouts and tours, auditions, meetings. Ensure any schedule change falls within the parameters of the Master Agreement and is communicated to all. Maintain the master calendar. Coordinate education and engagement activities with the Director of Education & Community Engagement.
- Supervise the technical elements of productions, including facility rental and scheduling, as well as equipment, instrument, and music acquisition, maintenance, rental, transportation, and security. Manage logistics related to load-in, stage set-up, audio, video, lighting, backline, and load-out, as well as transportation and accommodations for runouts and tours.
- Ensure the successful management of and best possible working environment for musicians and stage personnel in accordance with their respective Master Agreements. Serve on the negotiating committee for AFM negotiations. Participate in regular Musicians' Committee meetings. Ensure individual musician contracts, tenure notifications, and related documents are issued and executed in accordance with the

Master Agreement. Work with the Operations team to resolve any musician request, issue, complaint, or grievance.

- Work with the Music Director and Executive Director, as well as designated Board and musician committees, to shape and implement artistic goals, plans, and initiatives, ensuring smooth operation and adherence to mission, vision, values, budget, policies, procedures, and other negotiated agreements. Develop and manage a strong artistic operations team and ensure that each service is staffed appropriately.
- Participate in defining concert programs and selecting guest artists, as needed. Negotiate and prepare artist contracts. Oversee the coordination and management of guest artist logistics and itineraries.
- In partnership with the Director of Finance, prepare the operations budget and once approved by the Board, ensure the KSO operates within that budget. Create production and monthly reports, reconcile discrepancies, explain variances, and implement changes as necessary. Manage the procurement and inventory of supplies, licenses, equipment, and services for the operations department.
- Establish a strong collaborative relationship with internal and external partners. Help to identify, align, and fulfill funding opportunities as they relate to KSO productions. Ensure accuracy in messaging about artists, repertoire, and productions in all mediums. Serve as a liaison with venues and artistic partnerships. Draft contracts, review invoicing, and foster effective communication with each.
- Work with media partners on the recording and broadcasting of KSO performances in accordance with approved agreements.
- Serve as a member of the Senior Staff, assisting the Executive Director in setting institutional policy, procedures, and long-term strategic planning. Attend meetings of the Board of Directors and its committees as assigned. Represent the Kalamazoo Symphony Orchestra in the community and industry.
- Perform other duties as assigned, requested, or needed.

Qualifications:

- Bachelor's degree with a minimum of five years' experience in symphony orchestra administration
- Strong familiarity with symphonic repertoire, soloists, conductors, and living composers
- Experience negotiating and/or administering collective bargaining and individual agreements
- Established history of producing high-quality performances, creating production budgets, and a demonstrated ability to operate within the approved budget
- Superior communication, organization, management, diplomacy, and conflict resolution skills
- Proficiency with Microsoft Office
- Highly self-motivated and goal-oriented with an astute attention to detail
- Must have a flexible schedule, the ability to work nights and weekends, and travel occasionally
- Possess a valid driver's license and the ability to drive
- Physically be able to lift 40 lbs. unassisted
- Must have a positive, calm, and professional attitude, be able to work as part of a high-functioning team, and possess a passion for the performing arts, as well as a strong desire to bring them to audiences of all ages and backgrounds

Compensation and Culture

The compensation range for this position is commensurate with experience, between \$55,000-\$63,000, paid bi-weekly. Benefits include generous paid vacation days, personal days, and sick time, as well as health, vision, and dental insurance, 403(b) with a 3% match, life insurance, and short- and long-term disability insurance. Additional benefits include complimentary concert tickets and free on-site parking and a diverse offering of voluntary benefits. You'll be joining a

team where all members are valued. KSO promotes a positive work environment with a trust-based culture of flexibility. Team members collaborate, communicate, and contribute to the collective goals and environment of the KSO.

About the KSO

Making symphonic music a part of everyday life for over 100 years, the Kalamazoo Symphony Orchestra serves its community through lifelong musical experiences and learning throughout our community. The KSO is actively collaborating with other Kalamazoo area organizations to inspire, care for, educate, and connect people through the arts. The KSO is the state's third-largest orchestra, with a professional roster of more than 80 musicians and a dedicated administrative staff working together to curate exceptional symphonic music, world-class guest artists, and vibrant educational programs.

The KSO receives major support from the Kalamazoo Community Foundation and the Stryker Johnston Foundation and is supported by the Michigan Arts & Culture Council. The KSO is a member of the most recent cohort of the Catalyst Incubator Fund of the League of American Orchestras to advance equity, diversity, and inclusion in the orchestra field. Kalamazoo Kids in Tune, an innovative after-school orchestra immersion program, has received recognition from Carnegie Hall's Weill Music Institute. The KSO also receives generous support from other local, state, and national foundations and private and corporate support.

To Apply:

To apply for this position, please submit a cover letter of introduction outlining your specific experience and qualifications and resume in PDF format to HR@kalamazoosymphony.com. Applications will be considered on a rolling basis, but for best consideration, please apply by **August 6, 2024**. Applications will be accepted through **August 20, 2024**. Position will remain open until filled. No phone calls, please. Background checks will be required on all final candidates.

At the Kalamazoo Symphony Orchestra, we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to race, color, religion, age, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, disability status, marital status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. Candidates from all backgrounds and walks of life are encouraged to apply. Additional information about the Kalamazoo Symphony Orchestra can be found on our website at [KalamazooSymphony.com](https://www.kalamazoosymphony.com).