



POSITION DESCRIPTION

Position Title: Manager of Operations
Status: Full-Time/Exempt
Reports To: Vice President & General Manager

Position Summary

The Manager of Operations is a flexible, adaptive, and enthusiastic member of the Jacksonville Symphony's operations team, working with a wide range of internal and external partners to facilitate the smooth and successful execution of all Jacksonville Symphony presentations and programs. The Manager of Operations oversees the flow of production information across a variety of programs and initiatives and efficiently collects, processes, and effectively communicates operations information.

Responsibilities

- Manage all aspects of the Jacksonville Symphony's chamber ensembles program including scheduling performances in various venues and program tracking and reporting.
- Oversee operations department financial tracking, including processing and tracking of invoices.
- Assist in the operational planning and implementation of education, school, family, and community programs.
- Maintain orchestra service master calendar and related online calendars; produce and circulate weekly production sheets.
- Participate in rotation of concert and event staffing, including servicing dressing rooms and facilitating backstage operations.
- Serve as a point of contact for touring show producers and assist in the show advance process.
- Works closely with the Vice President of Artistic Operations by assisting in planning guest performer logistics like travel and hotel bookings and backstage artist assistance.
- Maintain working knowledge of collective bargaining agreements and other contracts and leases.
- Perform other duties as assigned.

Requirements

- Minimum 2-3 years of experience working within the operations or education department of a professional orchestra, with experience working with professional musicians.
- Strong record of successfully managing multiple overlapping projects and delivering deadline-driven work in a timely fashion.
- Evening and weekend work is required.
- Proficiency in Microsoft Office applications, particularly Excel.
- Exemplary written and oral communication skills.

Attributes

- Positive attitude and flexible approach to the work of the department, and enthusiasm for working as part of a team.
- Ability to anticipate needs within the department and address problems creatively.
- Affinity for working with a wide range of personalities and ability to manage stressful situations in a calm and productive manner.

Diversity, Equity, and Inclusion

The Jacksonville Symphony is an equal opportunity employer and does not discriminate on the basis of age, race, sex, color, religion, national origin, disability, military status, sexual orientation, or any other status protected by applicable state or local law.

To Apply

Please send a cover letter and resume to hr@jaxsymphony.org with “Manager of Operations” in the subject field. Candidates selected for further consideration will be contacted. No phone calls please.

Compensation

The Jacksonville Symphony offers a competitive salary. This position is eligible for full benefits including medical, vision, life insurance, long-term disability, and a 403(b)-retirement plan.

About the Jacksonville Symphony

Our mission is to enrich the human spirit through symphonic music.

As Music Director Courtney Lewis begins his eighth season on the conductor’s podium, the Jacksonville Symphony celebrates the 2023/24 season that promises another year of exemplary symphonic music. Each season, the Symphony reaches over 135,000 individuals through almost 100 performances in Jacoby Symphony Hall and communities throughout Florida. The Jacksonville Symphony is also committed to the creation of original music and has embarked on an ambitious plan to commission five original compositions between the 2021/22 and the 2023/24 seasons.

The Jacksonville Symphony is one of Northeast Florida’s most important cultural institutions. Founded in 1949, the Symphony now enjoys a national reputation, regularly heard on public radio stations across the country on *Performance Today*. Combined with performances aired on Jacksonville’s public radio station WJCT and the organization’s continually growing streaming program, the Symphony reaches over 60,000 individuals through these digital channels. The Symphony’s performance home, Robert E. Jacoby Symphony Hall, is an acoustic gem and offers an intimate and acoustically superior concert experience. Each year thousands enjoy the Symphony’s performances both at Jacoby Symphony Hall in the Times-Union Center for the Performing Arts and at venues located throughout the state of Florida.