

JOB TITLE: Operations Manager
REPORTS TO: Executive Director

JOB SUMMARY: The Operations Manager reports to the Executive Director to implement the vision and plan for the operation and growth of the Columbus Indiana Philharmonic (CIP) in a fiscally responsible manner. The Operations Manager ensures the Philharmonic functions as a high quality, team-oriented organization that serves as a community cultural and educational resource to help achieve its mission.

KEY RESPONSIBILITIES

1. Represent the CIP in a professional manner as Operations Manager for the CIP, with additional attention to the needs of the Philharmonic facility including the Helen Haddad Hall: Center for Music, Arts, and Events (HHH).
2. Maintain a collaborative, team-oriented environment for staff, work effectively with the Event Manager, Marketing / Communications Manager, volunteers and community members in facilitating the use and maintenance of the CIP facility and its resources.
3. Collaborate with Event Staff and Executive Director to maintain rental fees, usage rules, and staffing requirements for the Helen Haddad Hall: Center for Music, Arts, and Events
4. Collaborate with the Executive Director to develop and manage CIP's Operation Plan and Annual Budget approved by the Board of Directors; Monitor expenditures in accordance with the approved budget, participate in annual audit as required.
5. Collaborate with Executive Director / Ticketing Manager in managing ticket sales and plan and execute pre and post-concert support, post-concert guest artist receptions, guest artist's travel arrangements and accommodations.
6. Support and supervise staff / volunteers for implementation of educational outreach activities / initiatives appropriate and in line with the CIP's mission.

MINIMUM REQUIREMENTS:

Bachelor's Degree preferred. Minimum three years events management, operational, fundraising or sales experience preferred. Strong oral and written communication skills, high level of organization and the ability to manage complex projects simultaneously. Exceptional interpersonal skills and the ability to work collaboratively in a fast-paced environment.

TECHNICAL PROFICIENCIES:

Must be proficient user of Word, Excel, Power Point, and Outlook and have the confidence and technical acuity to quickly learn Patron Manager, the CIP ticketing software.

PHYSICAL REQUIREMENTS:

Loading concert materials and transporting items to offsite locations will be required. Requires visual and hearing acuity relative to time spent on the computer and verbal acuity when speaking to patrons regarding business matters.

INTERPERSONAL CONTACTS:

INTERNAL: Frequent contact with all levels of staff, musicians, and community volunteers.

EXTERNAL: Board members, donors, volunteers, corporate, foundation and government staff, and civic leadership.

CONTENT OF CONFIDENTIAL INFORMATION: High level of confidentiality with access to personal and financial information on donors, prospects, Board members, ticket buyers, and employees.