



OPERATIONS MANAGER

Job Description

REPORTS TO: *Executive Director*

HOURS: *Full-time (Exempt)*

JOB SUMMARY

The Operations Manager is responsible for ensuring the smooth day-to-day operations of the Glacier Symphony Orchestra and Chorale, including oversight of patron services, box office management, volunteer coordination, and coordination of the Youth Music Experience (YME) program. This role plays a key part in enhancing the patron experience, supporting the symphony's performances, and fostering community engagement through volunteer involvement and educational outreach. The Operations Manager oversees the planning, coordination, and implementation of patron services for the Glacier Symphony as well, ensuring hospitable, smooth, and efficient Front of House and Box Office operations including the reservation of tickets, audience communication, guest check-in and guest seating. This role is highly visible and interacts with sponsors, vendors, clients, and visiting artist(s) and organizations. As Operations Manager, the employee will ensure efficient day-to-day office operations for the Symphony office with a box office requirement of Tuesday – Friday from 9 AM – 4 PM.

RESPONSIBILITIES

Patron Services

- **Patron Experience**
 - Serve as the primary point of contact for patrons, ensuring exceptional customer service before, during, and after performances.
 - Address and resolve any patron issues or concerns related to ticketing, seating, or event logistics.
 - Gather and analyze patron feedback to improve overall experience and retention.
- **Front-of-House Management**
 - Oversee front-of-house operations, including managing ushers, volunteers, and staff during performances and events.
 - Ensure efficient and welcoming experiences for all patrons from arrival to departure.
- **Accessibility and Accommodations**
 - Ensure that all events are accessible to patrons with disabilities, and manage special accommodation as needed.
 - Develop strategies to enhance patron inclusivity and diversity in collaboration with the marketing and development teams.



Box Office Management

- **Ticket Sales Management**
 - Oversee all aspects of ticketing operations, including sales, refunds, exchanges, and group bookings.
 - Manage the box office staff, ensuring effective and efficient operations both online and in person.
 - Ensure timely communication with patrons regarding ticket availability, pricing, and performance details.
- **Sales Reporting and Analytics**
 - Track ticket sales, generate sales reports, and analyze trends to optimize pricing and sales strategies.
 - Collaborate with the marketing team to support promotional campaigns aimed at increasing ticket sales.
- **Customer Service**
 - Provide excellent customer service to patrons by resolving ticketing issues and responding to inquiries.
 - Ensure the box office staff maintains a high standard of communication and responsiveness.

Volunteer Coordination

- **Volunteer Recruitment**
 - Recruit, train, and supervise volunteers to support various aspects of symphony operations, including front-of-house, special events, and administrative support.
 - Develop volunteer roles and responsibilities in alignment with organizational needs and volunteer interests.
- **Scheduling and Communication**
 - Create and maintain a volunteer schedule for performances, fundraising events, and outreach programs.
 - Communicate regularly with volunteers regarding assignments, expectations, and upcoming opportunities.
- **Volunteer Engagement**
 - Recognize and reward volunteers for their contributions to the symphony's success.
 - Organize volunteer appreciation events and other activities to foster a sense of community and engagement.

Youth Music Experience (YME) Program Coordination

- **Program Planning**
 - Coordinate the logistics of the Youth Music Experience (YME) program, including scheduling, transportation, and facility arrangements.
 - Work closely with music educators, conductors, and staff to ensure the successful execution of the YME programs, concerts, and workshops.



- **Participant Communication**
 - Serve as the primary point of contact for students, parents, and educators involved in the YME program.
 - Provide timely and clear communication about performance details and program requirements.
- **Partnerships and Outreach**
 - Develop and maintain relationships with schools, community organizations, and local arts programs to promote the YME initiative.
 - Collaborate with the marketing team to promote the YME program to a broader audience and encourage participation.
- **Budget Management**
 - Work with the Executive Director to develop and manage the YME program budget.
 - Ensure cost-effective program delivery while maintaining high-quality educational experiences for participants.

EVENTS & PERFORMANCE

- **Contracts and Vendor Management**
 - Support the Artistic Director and Executive Director to manage contracts and agreements with external vendors, including guest artists, venues, equipment providers, and transportation services.
 - Help to ensure that all contracts align with the budget and meet the operational needs of the symphony.
- **Performance Support**
 - Collaborate with artistic and technical teams to ensure that rehearsals and performances run smoothly, with clear communication between departments.
 - Act as a liaison between performers, production staff, and venue management to address any logistical issues.

OFFICE ADMINISTRATION

- **Budget and Financial Oversight**
 - Assist in the development and management of the operations budget, ensuring efficient use of resources.
 - Track and report on expenditures related to patron services, box office, volunteer coordination, and the YME program.
- **Record Keeping and Reporting**
 - Maintain accurate records of ticket sales, volunteer hours, and YME program participation.
 - Provide regular reports to leadership on key operational metrics, including patron satisfaction, volunteer engagement, and YME outcomes.



- **Policies and Procedures**

- Develop and implement policies and procedures related to patron services, box office operations, volunteer management, and program coordination.
- Ensure compliance with all relevant regulations, including safety, accessibility, and data privacy.

- **Clerical Duties**

- Perform general office duties such as filing, data entry, copying, and organizing office supplies.
- Assist with the preparation of reports, presentations, and meeting materials for internal use.
- Maintain an organized filing system for records, reports, and documentation.

- **Meeting Support**

- Assist with scheduling and coordinating meetings, including booking rooms, preparing materials, and taking meeting minutes.
- Help prepare agendas and distribute necessary documents before meetings.

- **Database Management**

- Maintain the organization's CRM system (e.g., donor or ticketing databases) by entering data and updating records.
- Assist with tracking patron information, donations, and volunteer hours.

OTHER

Financial Management

The Operations Manager will assist in the financial management of Glacier Symphony, handling basic accounting tasks, maintaining financial records, and ensuring compliance with the organization's financial policies.

- **Accounts Payable and Receivable**

- **Invoice Processing.** Manage accounts payable by reviewing, processing, and ensuring timely payments of invoices. Maintain accurate records of all payments and receipts.
- **Vendor Payments.** Ensure payments to vendors are processed on time and in compliance with contractual agreements. Monitor and manage cash flow to ensure adequate funding for payments.

- **Bank Deposits and Financial Transactions**

- **Deposit Preparation and Recording.** Prepare and make bank deposits for ticket sales, donations, and other revenue streams. Ensure that all deposits are accurately recorded in financial systems and maintain proper documentation.
- **Petty Cash Reconciliation.** Manage and reconcile petty cash for event-related and day-to-day expenses. Ensure that petty cash usage is tracked, documented, and replenished as needed.



- **Financial Reporting and Record Keeping**

- **Monthly Reconciliations.** Assist in reconciling bank statements with internal financial records to ensure accuracy. Prepare monthly and quarterly financial reports to support decision-making by the Executive Director and Board of Directors.
- **Expense Tracking and Reporting.** Track event-related expenses, ensuring adherence to budgets. Provide financial analysis and reporting on operational and program costs.

Additional Responsibilities

Box Office Leadership/Management

- In partnership with the Executive Director, develop and implement strategies for the acquisition, cultivation, retention, and stewardship of patrons.
- Recruit, train and oversee FOH, box office, and/or office administrative personnel, ensuring a hospitable, smooth, and efficient patron-facing operation.
- Responsible for programming and monitoring the ticketing system, tracking daily sales and deposits, ticket account management and fulfillment.
- Plan and oversee the coordination of audience logistics, including seating layout, special arrangements, and hospitality for large patron groups.
- Oversee timecard and expense reporting, office supply inventory, incoming mail, office record retention, and filing systems.

Front of House Event Leadership/Management

- In conjunction with Executive Director, plan and oversee FOH event volunteer coordination.
- In conjunction with the Artistic Director, oversee the coordination of special arrangements and hospitality for visiting artists.
- Support the Stage Manager in the oversight and coordination of venue and facility logistical details for all concerts, such as supply orders, backstage or on-stage displays, floral arrangements, event signage, pre-concert presentation, and additional audio-visual considerations that may arise.
- Plan and monitor the coordination of inputs to facilitate print schedules and orders for concert-related materials.
- Attend Glacier Symphony concerts, performances, fundraising, community and networking events including evening and weekend events.

Development and Customer Relationship Management

- In partnership with the Executive Director, develop and implement strategies for the acquisition, cultivation, and retention of business partners/sponsors.
- Prepare routine and case-by-case data extraction or data requests.
- Responsible for data integrity with accurate input of data.
- In conjunction with the Executive Director, coordinate all ticketing, tracking and logistical details of fundraising events.



QUALIFICATIONS

- Bachelor's Degree Required or Relevant Experience
- Experience in performing arts operations & personnel management, preferably with an orchestra.
- Excellent skills at prioritizing short and long-term tasks and goals
- Independently motivated, proactive, and flexible.
- Tact, attention to detail, and diplomacy.
- Systematic organizational skills
- Able to address a broad range of tasks in a fast-paced environment over long periods of time.
- Proficiency in MS Office, MS SharePoint, NFG Donor Database a PLUS

COMPENSATION

Full-time salary commensurate with experience (\$50,000 - \$70,000)

Health Insurance

SIMPLE IRA with 4% Match

Generous PTO Package

EFFECTIVE DATE

Immediate upon engagement

APPLICATION PROCESS

Please submit the following in PDF format only via email to
Anthony Wise, Executive Director (tony@gsocmusic.org)

- Cover letter (including where you heard about the position)
- Resume (include 3-4 references with email and phone numbers)
- Salary history/requirements/expectations

APPLICATION DEADLINE

The position will remain open until filled.

MORE INFORMATION at www.glaciersymphony.org

The Glacier Symphony Orchestra and Chorale is an Equal Opportunity Employer (EOE) and does not discriminate based on race, color, religion, nationality, age, disability, genetics, sexual orientation, or veteran status.