

Job Description Operations Manager

The Operations Manager is responsible for the management and oversight of production related to The Florida Orchestra performances and activities, working in close conjunction with the General Manager and Artistic Operations Staff.

Reports to:

General Manager

Basic functions:

- 1) Manages orchestra service calendar and venue relations
 - 2) Budget Management
 - 3) First line of operations management during orchestra services
 - 4) Manages communication within the artistic operations department and with other departments
 - 5) Serves as The Florida Orchestra's tour manager
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- 1) Manage orchestra service calendar and venue relations:
Work in collaboration with the General Manager in development of service utilization in the master calendar for each season. Work with three primary venues, Straz Center for the Performing Arts, Mahaffey Theater, and Ruth Eckerd Hall, as well as other venues as needed, to secure all rehearsal and performance spaces. Coordinate logistics with venues for rehearsals and performances, both backstage and front-of-house. Serve as primary liaison to venue staff. Prepare and execute season calendar for distribution to musicians and effectively communicate all changes to involved parties.
 - 2) Budget Management
Develop master budget for the Artistic Operations department for each fiscal year in collaboration with General Manager, CFO, and finance department. Work with Personnel Manager to develop and track all orchestra personnel expenses including contract musicians, substitutes, extras, and miscellaneous expenses. Work with Artistic Operations Coordinator to develop and track all expenses related to guest artists. Think creatively about how to manage expenses and operations most efficiently.
 - 3) First line of operations management during orchestra services
Regularly attend rehearsals and concerts, managing logistics and production details to ensure the highest artistic quality and efficiency. Ensure compliance with collective bargaining agreements in areas of concert production, run-out and tour planning, and schedule implementation. Demonstrate attentiveness and responsiveness to the Music Director, Principal Pops Conductor, Principal Guest Conductor, and guest artists with a proactive and solution-driven approach to concert production. Work to foster collaborative and respectful relationships with orchestra musicians, staff, and other constituent groups.
 - 4) Manage communication within the organization and with partner institutions
Coordinate intradepartmental communication regarding musicians, guest artists, and production, and ensure that all members of the artistic operations department receive information required for the smooth functioning of the department. Ensure that all necessary

communication with partner institutions is timely and accurate to ensure smooth operations. Contract recording engineers and manage production logistics of recording projects. Participate in discussions and decision making with Orchestra committees on operational matters. Guide weekly production review at General Manager team meetings and other production meetings as needed. Staff orchestra services in concert duty rotation with other artistic operations staff.

5) Serve as The Florida Orchestra's tour manager

Advance, negotiate, and manage all tour and sold service activities including travel, per diem, lodging, cargo, and contractors to provide technical goods and services to execute events.

This is an exempt position, requiring evening and weekend hours without additional pay. Other duties may be assigned as required by the General Manager. The Operations Manager is expected to be an active participant in long-term planning and strategy, and may be expected to attend various committee meetings.

Qualifications and Capabilities

- Bachelor's degree or equivalent experience; music degree a plus
- increasing responsibility in the area of orchestra operations
- Excellent knowledge of stage lighting, sound amplification, and recording techniques
- Knowledge of classical music and symphonic repertoire
- Excellent critical thinking, strategic planning, and problem solving skills with an enthusiasm for finding creative solutions to difficult challenges
- Proven leadership & administrative skills
- Ability to communicate effectively with individuals and teams and to handle calmly and efficiently situations ranging from routine to emergency
- Sensitivity to the needs of professional artists, including conductors, orchestral musicians, and guest artists
- Ability to implement projects proactively from conception to completion
- Ability to represent the TFO professionally and effectively with a wide range of constituents including orchestra members, staff, board, guest artists, managers, contractors, and patrons
- Ability to forecast and monitor multi-faceted production budget with fiscal responsibility
- Superior written and verbal communication skills
- Strong attention to detail
- Excellent computer skills including knowledge of Microsoft Office with a fluid ability to manipulate spreadsheets and process financial data and willingness and aptitude to learn new software as required Previous experience with contract negotiations and union relationships a plus
- Previous touring experience a plus