

THE CHICAGO SYMPHONY ORCHESTRA ASSOCIATION

JOB DESCRIPTION

TITLE: Operations Assistant

FLSA STATUS: Exempt

DEPARTMENT: Operations

GENERAL SUMMARY

Provide primary support to the Vice President for Operations and Director of Operations and general office support to Operations Department. Assist with correspondence, administrative details, technology, and department file management. Facilitate information flow to, from, and within department.

Oversee and manage keyboard instrument maintenance services, budgets, and personnel.

Work as production liaison for the Youth/School/Family series. Serve on Front of House concert duty rotation (primarily for matinee performances).

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Provide administrative support to the Vice President, including: manage calendar, email, and phone; draft correspondence and documents, including contracts and ordering and tracking use of COVID tests; other responsibilities as assigned.
2. Assist Director of Operations and other Operations personnel: expedite information flow within the Operations department, between departments, and with external constituents. Responsibilities including, but not limited to, support for production meetings, event production, ordering supplies, food service program support and schedule distribution (including Orchestra schedule updates as well as Front of House and Facilities external monthly schedules). Coordinate Operations Department and other meetings/events (e.g., various committees, CPR/First Aid training, etc.).
3. Manage Symphony Center keyboard instrument maintenance. Serve as liaison with keyboard technicians and instrument providers. Coordinate weekly schedule for piano and harpsichord tunings as well as periodic maintenance/tuning of organ. Manage budgets for keyboard maintenance. Arrange for keyboard rentals as needed for CSO & SCP productions, offsite concerts, and other events.
4. Assist Director of Operations with details of CSO tours and off-site concerts, including coordination of work permits/visas, bus transportation arrangements, instrument information (e.g., compliance of all CSO instruments for global import/export, etc.), tour books, hotel and travel lists. Update and maintain tour database.
5. Provide analyses for orchestra, chorus, stagehand, box office staff, and other negotiations and labor relationships. Support negotiation team as assigned.
6. Act as Operations liaison for the Youth/School/Family Concert series. Coordinate production needs and rehearsal schedules with Institute staff, stagehands, and artistic partners.

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7. Serve on Front of House concert duty rotation (primarily for matinee performances): provide customer service at Symphony Center events, responding to patron needs and ticket related issues. Manage ushering team and liaise with other building and patron service personnel.
8. Complete research, materials generation, and recordkeeping for committees as assigned by Vice President.
9. Assist Vice President with budget management. Calculate and maintain select departmental budgets and provide regular reporting. Train new hires in budget and forecasting tools.
10. Complete and manage department financial paperwork, including invoice payment and record keeping.

CSOA is an equal opportunity employer where all qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin. We value diversity and inclusion and seek to build and maintain a community and culture that celebrates and values diverse backgrounds, identities, and perspectives. We consider equivalent combinations of experience and education for jobs, and all candidates who believe they possess equivalent experience and education are encouraged to apply.

REPORTING RELATIONSHIPS

1. Reports to Vice President for Operations.
2. Works closely with Director of Operations and other Operations Department and Institute colleagues.
3. Other contacts include: Orchestra Members, CSO Trustees, stagehands, keyboard technicians and providers, patrons, ushers, outside contractors, vendors and volunteers.

KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED

1. Formal education (minimum of Bachelor's degree or equivalent experience); knowledge of orchestral repertoire.
2. Excellent communication (written and verbal), project and time management, organizational skills. Outstanding attention to detail a must.
3. Ability to work cooperatively with a wide range of internal and external constituents.
4. Strong computer skills: word processing (Word), spreadsheet (Excel), presentation (Powerpoint, Keynote), communication (Outlook) required. Proficiency in database (Access) software preferred.
5. Ability to handle confidential information.

WORKING CONDITIONS

Pleasant office environment.