

CHICAGO SYMPHONY ORCHESTRA ASSOCIATION
JOB DESCRIPTION

June 2022

TITLE: Operations Coordinator, Civic Orchestra of Chicago
FLSA STATUS: Non-Exempt
DEPARTMENT: Negaunee Music Institute

GENERAL SUMMARY:

Founded in 1919 by the Chicago Symphony Orchestra, the Civic Orchestra of Chicago is one of the nation's most prestigious and longest-running training programs for young professional musicians. From October to June each season, Civic members participate in rigorous orchestral studies led by Principal Conductor Ken-David Masur, musicians of the CSO, and some of today's most luminary conductors including CSO Zell Music Director Riccardo Muti. The Orchestra also performs free concerts in Orchestra Hall at Symphony Center and in communities across Greater Chicago.

The Operations Coordinator is primarily responsible for organizing operations for all training and performance activities of the full Civic Orchestra. In addition, this position assists with annual Civic Orchestra auditions, supports the CSO Coaches, and executes various administrative tasks related to payroll, Principal Conductor and guest conductor hospitality, alumni engagement, and other duties as assigned. The person in this position is also responsible for coordinating operations and providing personnel management for the Civic Chamber Music Program and assists with Civic Alumni engagement.

Learn more about the Civic Orchestra at cso.org/civic.

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.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Working closely with the Civic Orchestra Manager, CSO Stage Manager and CSO Stagehands, coordinate operations for all Civic Orchestra rehearsals, sectionals, meetings, workshops, concerts, and special events, on and off site. Attend CSOA Production Meetings as the Civic operations liaison.
- Attend all Civic rehearsals and concerts. Manage Principal Conductor, guest conductor and guest artist hospitality including booking of travel, coordination of itineraries, and dressing room preparation. Assist the Orchestra Manager with personnel management including hiring of substitute and extra musicians.
- Support operations and personnel management for the Civic Chamber Music Program.
- Support annual Civic Orchestra auditions and recruitment. Assist with the CSO Coach review process and preparation of *Get Accepted* for online applications and adjudication. Hire and supervise audition proctors.
- Coordinate Civic professional development workshops and masterclasses given by CSO Musicians, Civic Alumni, and/or guest artists, including room setup, communication, and payroll memos. Coordinate mock auditions, including room setup, supervision of proctors, and preparation of music packets for coaches. Hire and supervise Civic Member rehearsal assistants and audition proctors.
- Serve on the Civic Alumni Task Force. Maintain the Civic Alumni database, oversee and update Civic Alumni webpages on cso.org, and assist Civic Orchestra Manager and CSO Development with continued planning and implementation of a Civic Alumni engagement strategy.

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- Working with CSOA Development team, assist with Civic Musician and Donor pairings, coordinate annual Civic thank you videos, assist with scheduling Civic donor meetings with Civic members, and attend donor events, including the annual Civic Scholar Donor Dinner.
- Carry out various administrative duties related to Civic Orchestra membership and CSO Coaches: complete new hire paperwork for Civic members, coordinate Civic complimentary ticket requests and RSVPs for CSO rehearsals open to Civic Orchestra Members; manage the maintenance of Civic instrument inventory including rental instruments, contracts, and related insurance policies, coordinate practice room reservations, arrange catering, and process paperwork for guest artist fees and other Civic-related expenses. Support planning for future seasons as requested.
- Other duties as assigned.

REPORTING RELATIONSHIPS AND KEY CONTACTS

1. Reports to Orchestra Manager, Civic Orchestra of Chicago.
2. Key contacts include Civic Orchestra Musicians, Civic Principal Conductor, Guest Conductors & Artists, Stagehands, Civic Library Fellow, CSO Musicians, staff from other CSOA departments including Development, Operations, and PR/Marketing, donors, volunteers, area colleges and universities, general public.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED:

1. Formal education in music or equivalent experience, and completion of at least a bachelor's degree, required.
2. Two to three years of experience in orchestra operations required.
3. In-depth knowledge of orchestral repertoire, instruments and music/production equipment; ability to read music and full scores required.
4. Demonstrated commitment to diversity, equity, and inclusion in orchestral music.
5. Excellent written and verbal skills, exceptional detail, organizational and problem-solving skills.
6. Ability to manage multiple projects simultaneously and meet deadlines.
7. Ability to function as a strong member of a team.
8. Confidence, diplomacy and sensitivity in communicating with many different internal and external constituencies.
9. Working familiarity with Microsoft Word, Excel, and Outlook.

WORKING CONDITIONS

Pleasant office environment. Significant amount of evening and weekend work required. Lifting and moving chairs, music stands, and some percussion equipment will be required on a day-to-day basis during rehearsal periods.