

# THE CHICAGO SYMPHONY ORCHESTRA ASSOCIATION

## JOB DESCRIPTION

**TITLE:** Operations Assistant

**FLSA STATUS:** Non-Exempt

**DEPARTMENT:** Operations

**Salary range:** \$40K – \$42K; **Link to Benefits Summary:** <https://cso.org/benefitsftstaff>

### GENERAL SUMMARY

Provide primary support to the Vice President for Operations, Director of Production, Director of Tour and Media 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. Oversee instrument purchase and repair budgets.

### PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Provide administrative support to the Vice President, including: manage calendar, email, and phone; draft correspondence and documents schedule, prepare materials, and take notes and minutes for Facilities Committee and Joint Committee meetings other responsibilities as assigned.
2. Assist Director of Production, Director of Tour and Media 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.). Assist with production for rental events as requested. Assist VP of Operations and Director of Orchestra Personnel in completing monthly and tour expense reports.
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. Manage budgets for non-keyboard instrument repair and capital budget requests for instrument purchases.
5. Assist Director of Tour and Media Operations and Associate Director of Operations, CSO and Production Coordinator with implementing 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

## **THE CHICAGO SYMPHONY ORCHESTRA ASSOCIATION JOB DESCRIPTION**

books, hotel and travel lists. Update and maintain tour database.

6. Provide analyses for orchestra, chorus, stagehand, box office staff, and other negotiations and labor relationships. Support negotiation team as assigned.
7. Coordinate CSO Fellowship auditions: Create annual project timeline, coordinate budgeting and budget updates. Update cso.org information. Re-launch application on Acceptrd, communicate with CSO Orchestra Personnel and with candidates as necessary.
8. Manage CSO Musician retiree event including ordering of Theodore Thomas Medallions, certificates, honoraria, and coordination of program book acknowledgement and party.
9. 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.
10. Complete research, materials generation, and recordkeeping for committees as assigned by Vice President.
11. Assist Vice President with budget management. Calculate and maintain select departmental budgets and provide regular reporting. Train new hires in budget and forecasting tools.
12. Complete and manage department financial paperwork, including invoice payment and record keeping.
13. Assist with organizing and maintaining audio assets, including adding accurate metadata, tagging files, and supporting archive management for easy internal access.
14. Support the CSO Resound sales reporting process by organizing distributor reports, helping to account for reported data, and assisting with administrative tasks related to royalty tracking and payouts.
15. Provide support in score reading for video productions as requested.
16. Oversee selection and supervision of Operations intern(s).

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.

# **THE CHICAGO SYMPHONY ORCHESTRA ASSOCIATION**

## **JOB DESCRIPTION**

### **REPORTING RELATIONSHIPS**

1. Reports to Vice President for Operations.
2. Works closely with Director of Production, Director of Tour and Media Operations and other Operations Department 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.