



POSITION DESCRIPTION

TITLE:	Operations Coordinator
REPORTS TO:	Vice President of Artistic Operations & General Manager
DEPARTMENT:	Artistic Operations
STATUS:	Full time, non-exempt (hourly)
DATE UPDATED:	February 18, 2025

One of the premiere music organizations in the southeastern United States and the oldest continually operating symphony orchestra in the Carolinas, the Charlotte Symphony Orchestra (CSO) connects with more than 130,000 music lovers each year through its lively season of concerts, broadcasts, community events, and robust educational programs. The CSO has demonstrated commitment to its mission of uplifting, entertaining, and educating the diverse communities of Charlotte-Mecklenburg and beyond through exceptional music experiences. Founded in 1932, the Charlotte Symphony plays a leading cultural role in the Charlotte area and aims to serve its community as a civic leader, reflecting and uniting our region through the transformative power of live music.

The Operations Coordinator is a key member of the Artistic Operations Team and provides excellent service and support to the musicians, Music Director, and guest artists of the Charlotte Symphony Orchestra.

RESPONSIBILITIES:

Artistic:

- Create guest artist and guest conductor itineraries, make travel and hotel reservations, arrange ground transportation, and oversee artist hospitality requirements. Coordinate artist expense reimbursements with Finance team.
- Create guest artist contracts for approval by the Senior Director of Artistic Planning and track their status from draft form to full execution.
- Manage all complimentary ticket requests for guest artists and conductors and communicate them with Patron Services.

Operations:

- Support concert advances with various venues and runout partners in collaboration with the Director of Operations.
- Proof orchestra calendars prior to distribution in collaboration with Director of Operations.
- Assess instrument rental needs for approval by Director of Operations and assist in the procurement and delivery.
- Manage keyboard equipment and coordinate tuning schedule with piano technicians and venues.

Personnel:

- Serve as booking contact for musician engagements under Side Letter #1, working collaboratively with the Learning & Community Engagement department to track equitable distribution of offers.

- Coordinate travel logistics (busing, hotels, etc.) for musicians, managing parking passes for musicians.
- Support Senior Manager of Orchestra Personnel in planning and executing auditions for musician positions.

General Administrative:

- Maintain schedule and distribute agendas for the Operational Planning Committee, Artistic Advisory Committee, and Joint Oversight Committee.
- Under the guidance of the Vice President for Artistic Operations & General Manager, manage itineraries and calendar entries for the Music Director. Effectively communicates schedule with key stakeholders and ensures that conflicts are proactively identified and managed.
- Coordinate and manage a variety of administrative projects and tasks as assigned by the Vice President for Artistic Operations & General Manager.

General Department:

- Participate in service coverage duty in either Back of House or Personnel roles as mutually determined with Vice President for Artistic Operations & General Manager.
- Other duties as assigned as a member of the operations team.

POSITION REQUIREMENTS:

- The ideal candidate will have:
 - A bachelor's degree or equivalent experience in a related discipline such as music or arts management or music education.
 - A minimum of 1-2 years of relevant administrative experience with performing arts organization such as an orchestra, opera, theatre, ballet, arts venue or festival.
 - Highly proficient with office equipment and technology, including Microsoft Office Suite.
 - An ability to work effectively with orchestra members, community partners, stagehands, guest artists, presenters, and vendors, among others.
 - A demonstrated success in organizing work, meeting deadlines, and setting priorities.
 - Outstanding attention to detail and ability to multi-task in a fast-paced environment.
 - Excellent verbal communication and written skills.
 - Desire and aptitude to be a team player and to work collaboratively across the organization.
 - An ability to meet physical requirements which include walking quickly, standing, and moving agilely for extended periods of time in venues and production spaces, as well as the capacity to lift and carry up to 40 lbs.
 - A valid driver's license and reliable transportation.
- **Frequent evening and weekend work is required.**
- Preferred skills/experiences:
 - An ability to read music and knowledge and/or interest in orchestral repertoire.
 - A general understanding of working with collective bargaining agreements.
 - Experience with professional concert event production.

TO APPLY:

To be considered, interested candidates should send a resume and cover letter to employment@charlottesymphony.org using the subject line "Operations Coordinator." Applications will be accepted by email only through March 12, 2025. No phone calls, please.

Charlotte Symphony Orchestra is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, sex, gender identity, sexual orientation, color, religion, national origin, age, disability, veteran status or genetic information. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.