

DIRECTOR OF OPERATIONS — JOB DESCRIPTION

Job Title: Director of Operations

Reports To: Music Director

Supervises: Crew Chief, Crew, Librarian Intern (when applicable)

Job Summary

The Director of Operations is responsible for ensuring that the scheduling and production of all orchestra events (including concerts, rehearsals, and tours) run smoothly and effectively. This role oversees orchestra personnel and stage crew operations, including contract preparation and management, payroll and record maintenance, musician scheduling, hiring of substitute and extra musicians, and coordination of auditions. The Director of Operations also serves as a liaison between the conductor and musicians, and between administrative staff and musicians.

JOB DUTIES AND RESPONSIBILITIES

1. Administrative & Budget Oversight

- Develop and monitor budgets for all concert production and touring activities.
- Report to appropriate performance licensing organizations and ensure timely payment of ASCAP and BMI dues.

2. Concert Production & Event Logistics

- Plan and administer all concert production activities, including facility rental, equipment and truck rental, staging requirements, and percussion/piano needs.
- Book rehearsal and concert facilities; visit and evaluate potential venues.
- Coordinate production activities with personnel and SOTM staff.
- Load in, travel to venues, and set up equipment; load out and return equipment to the Renaissance Center.
- Serve as stage manager; supervise orchestra setup for rehearsals and concerts.
- Coordinate with the Music Director regarding special setup requirements.
- Arrive backstage early to check preparations, address last-minute changes, and determine the actual start time of concerts.
- Confirm arrangements with the recording engineer for any concert taping.
- Arrange travel, lodging, and hospitality for guest artist(s); assist with related needs during the production.
- Coordinate dressing rooms and warm-up spaces for guest artist(s), conductor, and musicians.
- Work with sound and light crews to ensure the best result.
- Create and send technical riders and stage plots to venue managers and sound/light technicians.
- Ensure any rentals are returned promptly.

3. Personnel Management

- Obtain instrumentation needs from the Music Director and hire/schedule musicians accordingly.
- Hire and schedule musicians for all chamber group and education outreach activities.
- Maintain a selective list of qualified substitutes and extra players.
- Create and maintain musician contracts, W-9s, and other required documentation; notify musicians of any contract changes.
- Create rosters, call sheets, and parking maps for each concert or series.
- Process payments to musicians, substitutes, and crew; ensure timely and accurate compensation.
- Track payroll variations including mileage, cartage, and other adjustments.

SYMPHONY^{of the} MOUNTAINS

Entertaining, Educating, Enriching

- Hire, train, supervise, and evaluate all crew staff.
- Coordinate host families as needed.

4. Rehearsal Coordination

- Respond to conductor and musician requests and resolve issues as they arise.
- Coordinate changes in seating or personnel.
- Engage last-minute substitutes for unscheduled absences or tardiness.

5. Audition Coordination

- Manage audition processes for replacement or addition of roster musicians.
- Develop appropriate recruiting strategies (website/social media ads, phone outreach, maintaining candidate lists).
- Provide audition information to candidates.
- Reserve and prepare audition and warm-up spaces.
- Schedule and facilitate auditions while maintaining anonymity; record results and communicate decisions to candidates.

6. Music Procurement, Preparation & Library Maintenance

Music Procurement

- Research music (costs, rental/purchase options, publishers) and acquire materials.
- Maintain a music cost sheet and provide updates to the Music Director.
- Ensure prompt return of rented or borrowed materials.

Music Preparation & Distribution

- Prepare all music (including bowings), and distribute PDF copies to musicians via email; prepare physical music folders.
- Compose program pages for each concert.

Library Maintenance

- Maintain the orchestra's collection of scores and parts; Maintain digital inventory list.

7. Equipment & Resource Management

- Ensure all equipment is properly maintained; research replacement materials and equipment as needed; coordinate return of lost items.
- Maintain red chair covers and order replacements as needed.

8. Support for Youth Orchestra, Chamber Outreach & Special Events

- Hire stagehand(s) for Primo and Summit Strings concerts.
- Assist with logistical arrangements for chamber group outreach events.
- Assist with logistical arrangements for all special events and projects.

9. Ticketing Support

- Sell tickets in AudienceView and update information as needed.

10. Other Duties

- Perform other duties as assigned to support the mission and operations of Symphony of the Mountains.