



Operations Manager

Summary Overview

Department	Operations & Production
Reports to	Chief Executive Officer
FLSA	Exempt
Salary Range	Mid-\$40s to Mid-\$50s, depending on experience. The benefits package includes an Employee Group Medical Plan with Health and Dental with dependent coverage available at employee expense. Benefits also include vacation, sick leave, company-paid parking at Century II, and mileage reimbursement for related business at the applicable rate.

In the broadest sense, the Operations Manager is responsible for and coordinates all the issues related to concert production and the Orchestra's musicians, guest artists, and facilities, including schedules, contracts, and logistics for a multifaceted organization. The Operations Manager, in essence, ensures that the production gets on stage and the performance happens.

The position requires excellent organizational, leadership, and communication skills, flexibility, and a positive approach to internal and external contacts, including musicians, guest artists, artist managers, Board of Directors, volunteers, local universities, school districts, vendors, Century II, and Wichita Symphony staff. Additional duties include those listed below.

Ideally, the candidate trained as a musician with a breadth of knowledge about symphonic music and concert production.

Major Areas of Responsibility

- Plan and manage all production needs for orchestra concerts, rehearsals, and other WSO programs to ensure they run smoothly, effectively, and financially responsibly. These programs include Masterworks Concerts, Pops, Youth Orchestras, Young People's Concerts, Orchestra auditions, community outreach, and special events.
- Supervise part-time production staff (Personnel Manager, Librarians, Technical Director).
- Manage relations with orchestra members, guest artists, and volunteers.
- Participate in the budgeting process. Prepare budget components that are affected by production and artistic requirements.

Specific Duties & Responsibilities

Concert and Program Planning

- Work with the Music Director, CEO, and other staff to develop programs.

- Make all necessary arrangements for production activities, including booking facilities and equipment, staging requirements, and other logistic arrangements.
- Prepare the Orchestra's master schedule and oversee call sheets while maximizing services for financial benefit and upholding the Collective Bargaining Agreement (CBA) and the Integrated Media Agreement (IMA) requirements.
- Oversee the music librarians to acquire scores and parts, purchase or rent music for all performances, and return music. Work with the Music Director and guest conductors to select performing editions.
- In collaboration with the Orchestra Personnel Manager and Music Librarians, ensure accurate preparation of all materials for auditions, including repertoire lists, audition schedule assignments, and audition committees. Assist Orchestra Personnel Manager in running auditions.
- To meet production and operation needs, provide collegial support to the Manager of Youth Orchestras and the Chorus Assistant.
- Collaborate with colleagues on staff to advance and promote a growing outreach program to a broad community.
- Responsible for recording and electronic media projects; coordinate production requirements, timings, and special needs for radio and television broadcasts.
- Oversee logistics of venues, personnel, instruments, and equipment for special events, such as Savor the Symphony, community outreach, runouts, and educational master classes.
- Manage procurement of supplies, licenses, equipment, and services for operational purposes. Maintain or supervise inventories of instruments and music.

Concert Production

- Work with The Technical Director to ensure the correct setup for the Orchestra and that all equipment and instruments are available.
- With the Technical Director's assistance, monitor stage activities at rehearsals and performances, evaluating conditions and creating the best possible performance environment.
- Act as liaison between technical crews and the Orchestra, keeping abreast of all production elements such as stage cues, start times, and placement of instruments, communicating needs to stagehands, musicians, guest artists, and conductor.
- Coordinate and collaborate with House Manager during concerts. With other Symphony staff, coordinate communications with Century II event staff for front-of-house services.

Supervision of Production Staff

- Hire, train, manage, and evaluate the performance of all production staff.
- Oversee and advise on wages for part-time production staff.

Manage Relations with Orchestra Members and Guest Artists

- Assist the CEO and the Board of Directors with administering and complying with the CBA. Duties may include:
 - Serve as a member of management's negotiating team for collective bargaining agreements.
 - Research specific issues as requested by the negotiating team; determine the financial impact of proposed changes.

- Propose changes to agreements and strategies for achieving and implementing those changes.
- Interpret, implement, and uphold terms of the CBA and other collective bargaining agreements; research background and precedent where discrepancies in interpretation occur.
- Incorporate new terms of agreements in all scheduling and logistical planning; monitor compliance.
- Provide Support to Orchestra Members
 - Meet and work closely with the Orchestra Committee to share information and discuss issues of concern.
 - Respond to orchestra member requests for information on scheduling and working conditions. Follow up on all requests promptly; help promote positive relations between the Orchestra and the management/board of director team for the Wichita Symphony.
 - Ensure the best possible physical working conditions for the Orchestra in all situations.
 - Attend rehearsals and performances to coordinate personnel issues and ensure that the Orchestra and musicians comply with the CBA and IMA.
- Guest Artists
 - Prepare and administer contracts with guest artists.
 - Prepare an itinerary, which may include arranging for travel and hotel.
 - Ensure that guest artists are paid according to contracts.
 - Provide requested hospitality.

Archival Duties

- Maintain CD archive library.
- Maintain records and repertoire performance data.

Other Duties as assigned by CEO.

Qualifications

- Must have a background in music, preferably with some level of performance proficiency, to understand the multiple requirements of orchestra operations. A Bachelor's Degree or the equivalent is required.
- Prior successful office experience is required. Experience in a non-profit setting is preferred.
- Must have computer proficiency in Microsoft Office, including Word and Excel; ability to learn and work in databases.
- Able to multitask, problem-solve, and meet deadlines.
- The position requires working nights and weekends during the concert season. Candidate must maintain an adaptable schedule that fulfills operational duties.
- Must have a sense of humor and be a team player in a small office setting.
- Must have a valid driver's license and adequate insurance coverage for a personal vehicle.

Work Schedule and Compensation

The position is forty hours a week full-time but demands flexibility during the concert season, with evenings and weekend work expected. The position is exempt but offers flex scheduling. Depending on experience, the starting salary will range between mid-\$40s to mid-\$50s. Benefits include fully covered health and dental insurance for the employee, paid vacation and holidays, sick leave, company-paid parking at Century II, and mileage reimbursement for company business at the applicable rate. A personnel handbook provides details.

TO APPLY:

Apply online at the link below. Be prepared to upload a cover letter stating your qualifications, a resume clearly stating your work history and professional experience, and three references with contact information.

[Wichita Symphony Operations Manager: Job Application \(cognitoforms.com\)](https://wichtasymphony.org/about/auditions-careers)

Or you may access the application form at <https://wichtasymphony.org/about/auditions-careers>.

Please submit materials as soon as possible for best consideration. The position will remain open until filled. We will only contact those candidates being considered for the position. No phone calls, please.

The Wichita Symphony is an equal opportunity employer and considers qualified applicants for employment without regard to race, color, creed, religion, national origin, sex, sexual orientation, gender identity and expression, marital or civil partnership status, pregnancy, age, disability, veteran status, or any other protected factor under federal, state, or local law.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

ABOUT THE WICHITA SYMPHONY

The Wichita Symphony was formed in the closing months of World War II in 1944 when Wichita needed entertainment and culture for a growing city heavily invested in manufacturing airplanes for the war effort. Still a hub for aircraft manufacture, Wichita is the largest city in Kansas, with nearly 400,000 residents and another 400,000 residing in the ten-county south-central region. The Symphony has about 85 musicians; most live in the Wichita region. Daniel Hege is the Music Director and Conductor, and 2023-2024 marks his fourteenth season. The Symphony staff consists of six full-time and between four and six part-time or seasonal employees. Offices are maintained at Wichita's Century II Performing Arts and Convention Center, just a few steps from the Concert Hall of 2,147 seats.

The Symphony operates on a budget of about \$2.4 million. Rated a 4-star organization by Charity Navigator, the Symphony has one of the highest-rated scores of any performing arts organization in the country.

The mainstay of the Orchestra's annual activities is the Masterwork subscription series. Other programs include Pops, Family, and free Community concerts. Educational activities include the Young People's Concerts for grades three through six. One of the most extensive programs in the country, YPCs serve about 20,000 students and teachers every year. A Youth Orchestras program, consisting of four ensembles for students in grades four through twelve, trains about 250 talented students selected by audition for this sought-after educational opportunity.

For more information about the Symphony, please visit our website at <https://wichitasymphony.org>