

HOLLAND CHORALE
JOB DESCRIPTION – OPERATIONS MANAGER

July 16, 2018

Reports to: President of the Board of Directors

Work Schedule. The scope of this position requires a flexible work schedule. Certain times of the performance year require more hours than others. Specific schedule to be arranged with the Board, to include attendance at meetings, rehearsals and performances, when requested, and scheduled office hours. Work hours to average a minimum of 10 hours per week.

Responsibilities.

- (1) **Administrative support** (Artistic Director, Board of Directors, Development, Marketing and Finance Directors)
 - (a) Organize and direct the day-to-day activities of the Chorale office, including but not limited to ordering music, procuring office supplies, managing data bases of members and patrons, processing incoming mail, cash and credit card receipts, email and phone calls.
 - (b) Work with web master and marketing group to maintain current presence on the web and other media.
 - (c) Assist development group with mailers, scheduling appointments, processing gift receipts, thank-you letters and other support.
 - (d) Coordinate all communication among staff, board and singers.
 - (e) Complete copyright reports including quarterly ASCAP and annual BMI reports.
 - (f) Collect and maintain minutes of the Board and all committees. Draft minutes when requested.
- (2) **Manage Season Calendar**
 - (a) Develop full season calendar with other staff members and coordinate all communication so meetings, events, advertising activities, rehearsals, concerts are well prepared in advance and successfully implemented.
 - (b) Negotiate and arrange for performance and rehearsal venue contracts.
 - (c) Determine that the Marketing group is on target to meet mailing, print and other media deadlines.
 - (d) Work with Operations Committee to ensure that proper planning is done for each new season, including Fall and Winter Conferences.
 - (e) Coordinate rehearsal schedule for the year with the manager of our hosting venue. Assure their requirements are met.

- (f) Assist Operations Committee with onboarding of new members.

(3) Ticket sales

- (a) Order pre-numbered tickets for all concerts. Sell tickets ordered through web site and phone calls. All ticket sales to be logged by ticket number with the amount collected.
- (b) Control and account for all complimentary tickets issued.
- (c) Find a Chorale member to promote ticket sales to singers and their families.
- (d) Set up and arrange for ticket sales at the door prior to all concerts.
- (e) Develop season ticket marketing plan with the marketing group and promote and sell season subscriptions. Develop follow up contact plan for those subscribers from the past who did not renew.
- (f) Initiate creative ideas on how to promote concerts and increase attendance.

(4) Finances

- (a) Deposit all cash and checks in a timely manner. Complete cash receipts journal as provided by Finance Director. Balance all credit card and other incoming electronic funds to the cash receipts journal.
- (b) Process all account payable invoices, obtaining authorization and coding them to the proper ledger account in the disbursements system. Run checks for timely payment and present to Finance Director for signing.

(5) Coordinate Volunteers

- (a) Recruit and develop strong volunteer base for help with office functions, concerts, (greeters, ushers, ticket sales), music organization, phone campaigns, etc.
- (b) Train and oversee work of all volunteers. Plan methods to express appreciation.
- (c) Supervise volunteers at all events, including activities prior to, during and after all concerts.
- (d) Be responsible for appropriate communication of appreciation to all organizations contributing goods, services, facilities, etc.

Skill Requirements:

- Self-motivation driven by desire to elevate the Organization to be its best.
- Good computer skills including Word, Excel, Outlook, basic QuickBooks and social media.
- Strong organizational skills and ability to relate well to board members, performers, donors and the general public.