

Operations Manager Report to the Board

Sept. 6, 2018

From Jennifer Brunk

Administration of Concert Season

- 1) Attended season kick-off event and began collecting dues
- 2) Contracted audio technician, Ryan Wert, to record concerts in October, December and March
- 3) Attended meeting with Liz Colburn and Isolde Anderson at Hope College to discuss our request for digital media interns this fall
- 4) I have begun supervising two interns who will work an average of 2 hours each week over the next 15 weeks to improve the Chorale's online presence and concert marketing
- 5) Met with Sally and Pam to begin a season calendar which will include essential tasks and deadlines to keep the organization running smoothly
- 6) Assisted with tracking program ads, communicated with advertisers and emailed invoices
- 7) Attended the Executive Committee Meeting
- 8) In July, met with Patrick and Tulip Time personnel to review the May concert and discuss the 2019 contract, contract signed and returned.
- 9) Ordered printing of concert tickets
- 10) Assisted with creation of the season bookmark
- 11) Ensured completion of First Reformed Church reservation (Patrick had handled it) and provided Certificate of Insurance

Finances

- 1) The membership dues collected so far have been entered in QuickBooks and deposited
- 2) Collected, entered and deposited donations received from Patrick's summer fundraiser
- 3) Provided invoices, collected credit card payments, deposited checks and sent receipts for program ads
- 4) The new online Member Survey has been implemented. Among other things, the resulting spreadsheet will be used to track payment of member's dues. We hope this will make the process more efficient.

Development

- 1) Attended Patrick's Dinner with the Director fundraiser
- 2) Prepared materials and prospect list to seek fall and holiday concert sponsors
- 3) Communicated with fall fundraiser committee members to assist with liquor license and provide names of additional volunteers
- 4) Attended Fall Fundraiser committee meeting

Administrative

- 1) Picked up and processed incoming mail, emails and voice messages, procured office supplies
- 2) Coordinated communication among staff, board, singers, community inquiries
- 3) Mailed CD purchased on Amazon
- 4) Contacted insurance agent to inquire about a policy review