

HOLLAND CHORALE
JOB DESCRIPTION – OPERATIONS MANAGER

July 15, 2019

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 certain meetings, rehearsals and performances, when requested. Work hours to average 15 hours per week from September through May, average 5 hours per week June through August.

Responsibilities.

(1) Administrative Support

- (a) Provide administrative support for the Chorale under the supervision of the president and in coordination with the Artistic Director.
- (b) Organize and direct the day-to-day activities of the Chorale office, including but not limited to procuring office supplies, overseeing databases of members and patrons, processing incoming mail, email and phone calls.
- (c) Maintain calendar of deadlines, tasks, mailings, meetings and other functions necessary for the smooth operations of the Chorale.
- (d) Maintain the Chorale laptop including backup, security and antivirus.
- (e) Renew annual contracts for website domain and Line2 phone service.
- (f) Assist with mailings, program ad sales, program book, thank-you letters and other support.
- (g) Complete copyright reports and submit payment for ASCAP and BMI reports.
- (h) File Annual Report with the State of Michigan and file annually for the Michigan Charitable Solicitation License.
- (i) Prepare written Operations Manager report for the board prior to each board meeting. When requested by the President, attend meetings (i.e., Board of Directors and/or Executive Committee).
- (j) Collect and maintain minutes of the Board and all committees on the Chorale laptop. Draft minutes when requested.
- (k) Maintain Chorale records including, but not limited, to venue information, insurance policies, tax and audit records, and contracts for the Chorale and personnel.

- (l) Work with communications and marketing volunteers to maintain current presence on the web and in the media. Prepare and submit press releases and PSA's if needed.
- (m) Negotiate rental agreement for Music Library storage space at Midtown Center.
- (n) Assist Grant Writer on the board with grant applications and reports.
- (o) Ensure that appreciation is appropriately communicated to all organizations or individuals contributing goods, services, time, facilities, etc. by notifying board member responsible for this job.

(2) Season Calendar

- (a) Assist Artistic Director as needed to negotiate and arrange for performance and rehearsal venue contracts. Assist with other logistics as requested by Artistic Director.
- (b) Hire audio engineer, photographer and/or videographer for each concert. Arrange for photographer and/or videographer for special events as applicable. Ensure that recordings, photos and/or videos are received and distributed to appropriate Chorale personnel.
- (c) Monitor and ensure that marketing and advertising efforts are completed in a timely manner, support and assist as needed to accomplish tasks.
- (d) Work with Operations Committee to assist with planning for each new semester, specifically to coordinate and collect membership dues, uniform fees and any other payments required from singers.

(3) Ticket Sales and Concert Activities

- (a) Prepare or order tickets for all concerts. Work with the Ticket Sales Manager from the board for distribution of season and individual tickets. Forward all inquiries for tickets to the Ticket Sales Manager.
- (b) Secure tickets from or issue tickets to Tulip Time for the Chorale's Tulip Time affiliated concert.
- (c) Control and account for all complimentary tickets issued. Ensure that past Artistic Directors receive complimentary tickets per their retirement agreements.
- (d) Manage front of house operations during all concerts and assist Ticket Sales Manager from the board as needed.
- (e) Secure cash box following each concert and process receipts with the bookkeeper for deposit.
- (f) Following each concert, prepare attendance report and email to board.
- (g) Initiate creative ideas on how to promote concerts and increase attendance.

(4) Special Events

- (a) Assist with coordination and implementation of special events.

(5) Coordinate Volunteers

- (a) Work with Volunteer Coordinator (singer) to determine volunteer needs for each season.
- (b) Supervise ushers and other volunteers at concerts, including activities prior to, during and after all concerts.
- (c) Plan and implement methods to express appreciation.

Skill Requirements:

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