



## JOB DESCRIPTION

### Director of Operations

EXEMPT STATUS:	SALARIED
REMOTE HYBRID ELIGIBLE:	YES
DEPARTMENT:	Operations
REPORTS TO:	Vice President and General Manager
DIRECT REPORTS:	3+
EFFECTIVE/LAST UPDATED:	November 4, 2024

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#### POSITION SUMMARY:

The Director of Operations (DirOps) leads the production team to ensure the highest quality execution of concert production elements for Oregon Symphony performances. This role is responsible for optimizing financial and personnel resources, consistently reviewing and implementing operational improvements, and maintaining excellence in concert production standards.

#### ESSENTIAL DUTIES & RESPONSIBILITIES:

- **Concert and Rehearsal Management:** Plan and oversee all production aspects, collaborating with operations team members, venue staff, orchestra musicians, and programming staff. Ensure timely and smooth orchestra services that comply with contractual obligations.
- **Production Planning:** Manage all concert production logistics, including creating concert information and timing sheets, collaborating on stage plots, and arranging technical requirements like sound, lighting, risers, and instruments.
- **Budget Oversight:** Develop and monitor concert production budgets, ensuring adherence to timelines and reporting variances. Propose cost-saving strategies and review artist contracts for financial feasibility.
- **Payroll Oversight:** Oversee the payroll process for all stagehands, ensuring time sheets are accurate, timely, and complete. Ensure all newly hired stagehands receive and complete required paperwork and training in coordination with the HR department.
- **Asset Management:** Oversee symphony-owned instruments and equipment, tracking inventory and coordinating maintenance. Recommend replacements and new acquisitions as needed.
- **Technical Compliance:** Maintain and enforce technical rider requirements and ensure adherence to collective bargaining agreements related to concert conditions.
- **Venue Liaison:** Serve as the main contact for day-to-day operational coordination with Portland'5 and other venues regarding rentals, stage equipment, sound, lighting, and environmental conditions.
- **Touring and Special Projects:** Assist in planning and budgeting for tours, residencies, and runouts. Collaborate on community engagement events and fundraising activities.

- **Media and Recordings:** Support media activities by planning for broadcasts and recordings, coordinating with vendors, and ensuring alignment with the concert schedule.
- **Safety and Compliance:** Lead sound mitigation and safety initiatives, ensuring compliance with legal and best practices. Plan and conduct evacuation drills as required.
- **Interpersonal and Workstyle Skills:** Work effectively and diplomatically with diverse personalities. Operate well under pressure, demonstrating the ability to improvise and respond to unusual circumstances with flexibility and a service-oriented attitude. Exhibit strong team spirit, acute attention to detail, and a sense of humor. Balance multiple priorities, work independently, and collaborate on projects.

#### **Supervisory Responsibilities:**

- Develop and guide direct reports, ensuring alignment with operational goals and concert standards.
- Oversee the Stage Manager, Production Manager, and related staff to ensure performances meet technical rider and visual requirements.
- Manage sound and lighting crews, scheduling concert management duties, and facilitating staff collaboration.

#### **Qualifications:**

- Bachelor's degree in music or related field, or equivalent experience.
- Minimum of 4 years in orchestra management focusing on concert operations, knowledge of stage lighting and sound amplification techniques, demonstrated ability to budget effectively, and strong knowledge of orchestral repertoire.
- Appreciation for, understanding of, and sensitivity to the needs of professional musicians, guest artists and conductors.
- Valid Oregon Driver's License

#### **ADDITIONAL COMPETENCIES:**

- **Leadership & Change Management:** Demonstrates confidence and the ability to inspire and motivate others, fostering a supportive environment while effectively managing changes and overcoming challenges with strategic communication and adaptability.
- **Business Acumen & Strategic Thinking:** Possesses strong decision-making skills and the ability to devise effective strategies, utilizing sound judgment, creativity, and resourcefulness to synthesize information and optimize organizational goals and processes.
- **Professionalism:** Maintains a respectful, tactful approach in all interactions, manages stressful situations with poise, upholds ethical standards, and demonstrates reliability by following through on commitments and maintaining integrity.
- **Collaboration & Communication:** Actively contributes to a team-oriented environment by offering and accepting feedback, listening attentively, participating meaningfully in discussions, and balancing personal and group responsibilities for collective success.

- **Motivation and Initiative:** Displays a proactive mindset with minimal supervision, consistently pursuing growth opportunities, tackling challenges with determination, and showing a readiness to take calculated risks and accept new responsibilities.
- **Dependability:** Demonstrates reliability by being punctual, meeting commitments, and adhering to instructions, ensuring work is completed on schedule and communicating effectively when adjustments are needed.
- **Quality and Quantity of Work:** Strives for accuracy and thoroughness, proactively seeks feedback for continuous improvement, monitors productivity to meet and exceed standards, and maintains a balance between speed and precision in completing tasks.

## **WORK ENVIRONMENT**

This role follows a hybrid work model, combining remote and in-person responsibilities. Regular shifts at the concert hall, off-site venues, and in the office are required. The typical noise level in the work environment is moderate.

While carrying out the duties of this position, the employee may be exposed to moving mechanical components commonly found in backstage areas of a concert hall. The employee must be capable of navigating around delicate instruments and stage equipment in confined spaces without causing disruptions or compromising safety.