



Job Title: Operations Assistant

Department: Operations

Reports to: Vice President of Operations

FLSA status: (exempt or nonexempt) Exempt

Date prepared: July 1, 2021

Approved by: Philomena Duffy

SUMMARY

Responsible for supporting the Operations Team at the Kansas City Symphony, from generating contracts, scheduling itineraries, organizing travel, arranging artist hospitality, transporting artists, assisting with KCS events at the Kauffman Center & off-site, concert duty, educational events, filing paperwork, and data entry.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Generates artist contracts. Circulates relevant information and requirements throughout the organization and tracks status of contracts. Assists in ensuring compliance with said contracts.
- Manages artists' arrangements and hospitality, including coordinating transportation, lodging, dressing room assignments and amenities and other needs as required.
- Maintain calendar and arrange room reservation needs for symphony offices, such as cleaning, room set-up, refreshments, etc.
- Maintains Operations Budget Ledger. Tracks and codes cash and in-kind expenses for guest artists/conductors and operations expenses. Track budget expenditures and ensure compliance to budgetary spending.
- Procures appropriate artist biographies, pictures, and press packets in an efficient manner to Marketing Department. Maintains information to share with departments.
- Creates itineraries for guest artists and conductors, communicating important information and details to senior staff and department prior to arrival date. Updates the itineraries prior to artist arrival and prepares and distributes/delivers guest packets for visiting artists.
- Assists with performance requirements both in the Kauffman Center and off-site, such as general concert duty and operations assistance.
- Assists and operates off-site educational and community engagement events (such as the Mobile Music Box performances, Community Connections events, events at the Kansas City Symphony offices, Instrument Petting Zoo).
- Assists with logistical aspects of Orchestra Auditions as directed by the Director of Orchestra Personnel or Assistant Personnel Manager.
- Other duties and responsibilities as may be assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

OTHER SKILLS AND QUALIFICATIONS:

Diplomacy and pleasant manner essential. Exceptional organizational abilities and acute attention to details and deadlines. Ability to work efficiently and effectively under pressure managing multiple priorities. Appreciation for and sensitivity to the needs of the orchestra musicians and guest performers. Public manner which enhances the perception of the KCS as a well-run and professional organization. Team player with a high degree of personal initiative and drive. Self-starter. Basic computer skills including Word for Windows, Excel, and OPAS.

EDUCATION AND EXPERIENCE:

Bachelor's Degree (BA) in music or related field or two years' experience and/or training; or equivalent combination of education and experience. Musical background preferred.

Ability to read, analyze, and interpret artist contract language, and other industry documents. Ability to write letters, instructions, reports, and various documents with clarity and which conform to prescribed style and format. Ability to effectively present information and respond to questions from managers, vendors, customers, and the general public. Strong English language skills required.

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in verbal, mathematical, or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS:

Current, valid driver's license and clean, well-maintained and reliable automobile.

PHYSICAL DEMANDS:

This position requires the ability to stand for extended periods of time. Position also requires the hearing and visual acuity to converse with internal and external constituents in person in an environment with moderate to heavy ambient noise. Must be able to lift up to 35 pounds without assistance. Will be required to navigate stairs and uneven ground.

WORK ENVIRONMENT:

Due to rehearsals, concerts and KCS related events, this position demands flexibility with hours and ability to work nights and weekends.

TO APPLY:

Please submit your resume and cover letter by email to Philomena Duffy, Vice President of Operations, at pduffy@kcsymphony.org; or by mail to:

Kansas City Symphony
Attn: Philomena Duffy
1703 Wyandotte Street, Suite 200
Kansas City, MO 64108
No calls, please.

The Kansas City Symphony is an equal opportunity employer and is committed to creating and supporting a diverse staff.