



Manager of Operations Job Description:

Part Time Hourly- 30 hours a week depending on calendar schedule.

The Manager of Operations is the main point of contact for all artists, partners, sponsors, vendors, and patrons. The position would work both remote and onsite for events to ensure timelines, budget, and all events are executed in a timely manner. This position reports directly to the Artistic Director. The Manager of Operations, under the supervision and direction of the Artistic Director, oversees all concert operations, educational events, community outreach, and marketing. This position works closely with the Artistic Director and Manager of Development to achieve String Theory's artistic and community engagement goals.

Anticipated Start Date: September 16, 2024

KEY RESPONSIBILITIES

- Operations/Concerts
 - Coordinate with operations vendors-piano rental and technician, photographer, videographer, recording engineer, Hunter staff, stage and light set-up, etc.
 - Oversee creation of printed materials-programs, posters, program notes, misc.
 - Oversee all Concert Setup: green room (including procuring all hospitality items), reserved seating, parking lists, checking lights, stage management, front of house, etc.
 - Work cooperatively with the staff of the concert venue (Hunter Museum) to ensure smooth concert logistics and maintain relationships, including completion of the Hunter's in-house event planning form and floor plans
 - Supervise a small team of volunteers to manage the box office and ticketing, concert set-up, front of house and back of house logistics, and other day-of-show responsibilities
 - Manage all day of concert staff at Hunter, answer any questions and problem solve for all probable events as they arise
 - Greet patrons and oversee the front of house during the concert (monitor latecomers, assist volunteers with check-in procedures, etc.)

- Administrative
 - Monitor ST official email accounts and use email marketing platform
 - Answer String Theory phone calls by connecting Google Voice account to personal cell phone
 - Manage ticketing on Eventbrite platform and assist patrons with ticketing via phone and email
 - Manage volunteers for concerts (including training) and hire assistance as needed with permission of AD
 - Maintaining paid accounts which are invoiced yearly: canva, dropbox, vimeo, google workspace, our website platform, and eventbrite



- Marketing
 - Prepare and manage ads for online and local promotion, including all applicable online event listings
 - Tailor advertising approach to individual concerts and make contact with special interest groups (ie. Local community ensembles)
 - Work closely with graphic designer to create for-print and digital marketing materials including programs, season brochure, christmas cards, and save the dates
 - Design and publish social media posts
 - Assist in the preparation of press releases with Lee University PR Department
 - Oversee all copywriting for all print and digital materials
 - Schedule and execute preseason mailings for brochures and silver packets

- Finances
 - Invoicing for vendors, sponsors, and artists before/after each concert- In association with Lee University contact.
 - Work with Lee University Accounting department to ensure all finances are in order including creating budget transfers, budget revisions, and creating vouchers for invoices
 - Track expenses and revenue each season
 - Work with Lee University Advancement Services department to track all donations and maintain records each season
 - Settle accounts after concerts (cash, checks, etc)
 - Assist in budget creation for future seasons
 - Generate financial reports as needed for Board Meetings and grant reports

- Education/Community Outreach
 - Oversee the planning and schedule for education/community outreach events and Annual Family Concert
 - Coordinating instrument rentals and delivery logistics
 - Act as representative of ST to the community
 - Setting up for and attending all events
 - Organizing volunteers for the week
 - Make accommodation and travel arrangements, organize meals, including booking lunches/dinners with the board and patrons, etc.
 - Follow up with all teachers and artists for post event notes and thank yous
 - Develop advertising/marketing materials and printed concert materials for week

- WSMC String Theory Hour
 - Catalog the recordings and videos from the current seasons
 - Create a playlist for the upcoming concert for the Artistic Director to choose material from.
 - Ensure all materials are sent to Managing Director of WSMC for distribution on dates set for broadcast



- Miscellaneous Tasks
 - Coordinating travel arrangements and creating itineraries for AD and guest artists
 - Picking up and dropping off guests at the airport
 - Creating dinner cheat sheets for visiting guests
 - Purchasing and preparing hospitality items for artists (green room and airbnb)
 - Purchasing and delivering gifts for artists and board members
 - Preparing reservations and meeting rooms for board meetings
 - Reserving space for artist rehearsals and coordinating all logistics

REQUIREMENTS AND QUALIFICATIONS:

- Education/Experience
 - Bachelor's Degree in the Performing Arts, Arts Administration, Business or an equivalent field
- Essential Requirements
 - Driver's license and access to a vehicle is essential
 - Ability to lift up to 40 pounds and be on one's feet for extended periods of time
 - Ability to work evenings and weekends, as needed
 - Strong proficiency with Google Docs, as well as Microsoft Word and Excel
- Personal Traits
 - Strong organization, communication (written and oral), and problem-solving skills with the ability to work in a fast-paced environment
 - Approachable and works well with a wide variety of people, including artistic professionals and high-profile patrons
 - Self-motivated and well-organized, with willingness to be flexible while managing multiple projects and meeting deadlines
 - Highly collaborative individual with a positive and helpful attitude
- Other Qualifications
 - Knowledge of classical music is a plus
 - Working knowledge of Adobe InDesign (or Canva) and Google workspace is desirable

JOB CONDITIONS

String Theory does not have an office space. The Manager of Operations works from home but will also take meetings with various community and educational partners, and must be on-site for all String Theory performances, activities, and other community events. The Manager of Operations sets his/her own schedule which often does not adhere to a traditional part time work week, as work in the evenings and weekends is to be expected.



This position requires extensive office work. Most people the Manager of Operations corresponds with, including the Artistic Director, live in other cities and states across the country, so most communication is done remotely via email or telephone.

This position requires extended periods of sitting and standing, as well as physical and emotional stamina. The Manager of Operations must have the ability to move quickly and carefully and be able to lift up to 40 pounds or less on occasion.

String Theory employees are effectively an employee of Lee University which acts as String Theory's fiscal agent. Employer benefits are subject to Lee University's policies and guidelines.

This position is part time and salary is \$22 an hour, based on experience.

APPLYING

Please send resumé, cover letter, list of references (2-3), and writing sample(s)* to rsutton@leeuniversity.edu by Tuesday September 3, 2024

*Writing samples could include newsletters, blog posts, articles, communications to donors/patrons, or anything you have in your portfolio that would give us a sense of how you communicate. Everything you share will be kept confidential, but please feel free to redact names or personal details as you see fit. Work samples can be submitted via PDF file or URL link.

ABOUT STRING THEORY

String Theory is a chamber music series in partnership with Lee University and the Hunter Museum of American Art. Offering superb musical performances, String Theory brings exceptional concerts to downtown Chattanooga, TN.

Founded in 2009 by pianist Gloria Chien, String Theory aspires to expose new audiences to chamber music, invigorate the local classical music scene, and cultivate a future generation of music lovers. String Theory has not only enhanced the cultural landscape of Chattanooga but has also become one of the premier chamber music series in the country.

www.stringtheorymusic.org