

**Job Type**

Full-time, annual average of 32 hours a week

Work location is hybrid, with required residence in Cleveland, OH Required May – July

Job Title

Operations Manager

About the Organization

ENCORE Chamber Music Institute is a premiere classical music festival in Cleveland, OH. The Music & Ideas Festival presents 40+ public events including an intensive training program for young musicians, public concerts, community outreach events, lectures, and classes/workshops. At the center of ENCORE's programming is the intensive training program for young musicians. 76 string players ages 13 to 26 are selected from an international pool of applicants to study and perform with ENCORE's world-renowned artist-teacher faculty.

ENCORE's offerings are primarily western classical music but include some interdisciplinary productions in a wide array of cultural backgrounds and practices. ENCORE's mission is to create a diverse learning community that participates in cultural conversations through music. By bringing creative thinkers together, ENCORE aspires to form bonds of lifelong learning among our community of artists, students, and audiences.

Job Summary

ENCORE seeks a highly motivated and enterprising individual interested in managing the primary program of this rapidly growing non-profit organization. The Operations Manager plays a vital role in producing a festival of the highest professional level while overseeing a student body of diverse ages and backgrounds and maintaining an efficient, communicative partnership with ENCORE's partner venues: Gilmour Academy, Case Western Reserve University, etc. The Operations Manager works closely with the Artistic Director and the Board of Directors to:

- 1) coordinate and manage the 3-week summer festival
- 2) year-round duties of operation, advancement and serves as the Board liaison

The Operations Manager reports to the Artistic Director and the Board of Directors and collaborates closely with ENCORE's artists, independent contractors and vendors (i.e., recording engineers, graphic designer, resident directors, etc.) throughout the year to produce the summer festival. The Operations Manager also leads day-to-day development and advancement duties such as grant writing, donor management and data organization; Some assistance in marketing and bookkeeping efforts will be required.

During the festival season, additional personnel are hired to assist the Operations Manager, including the Concert Production Team, Administrative Interns, and Work-Study students.

Key Responsibilities:

- **FESTIVAL OPERATIONS**

- Attend weekly meetings with the Artistic Director
- Execute plans to ensure the general care, management, and operations of ENCORE.
- **Production:** Produce world-class performances, educational sessions, and other events to fulfill the artistic vision of ENCORE
 - Attend to organizational details prior to the start of the festival: season program, student information, score licenses, comprehensive schedule for artists/students, contracts, accommodation and ground transportation
 - Collaborate with Directors at Gilmour Academy (ENCORE's hosting school) to communicate and execute planned programming
 - Communicate with applicants, accepted students, parents, faculty, Gilmour employees, and other community contacts regarding set-up and details of the educational sessions
 - Co-Manage "Accepted" student admissions platform with the Artistic Director and Director of Admissions
 - Coordinate and execute day-to-day operations and various other aspects of student life during the festival; A point of contact in cases of emergency
 - Guide research in vendor selection and contract negotiation
 - Ensure the smooth functioning of ticket and subscription sales
 - Implement ideas for improvement as they are identified in addition to providing post-event feedback on turnout and vendor performance
 - Maintain strong relationships with community partners and local arts/education organizations to understand the needs of the local community
- **Financial Management:** Assist the Executive Artistic Director in developing an annual budget and provide projections as needed; ensure activities are within budget; practice administrative leadership is needed to ensure that ENCORE is financially viable and cost-effective in its use of resources; solve complex problems as they arise
 - Work with outsourced financial management staff to produce financial reports and complete annual tax filings
- **Marketing:** Work with Artistic Director to provide information to outside marketing professionals necessary to develop and implement an annual marketing campaign

- **ADVANCEMENT**

- Create fundraising strategies and coordinate campaigns
- **Grant Management:** Pursue foundations and grants to support ENCORE's yearly operations and projects, and manage all grants received
- **Donor Management:** Enhance and develop ENCORE's donor base by maintaining & cultivating strong relationships with donors, subscribers, corporate partners, institutional supporters, volunteers, and community leaders
- **Special Events:** Administrative assistance in producing annual fundraising events
- **Data Management:** Manage donor database & ticketing software, Manage internal mailing lists to serve fundraising, recruiting, and marketing efforts

- **BOARD LIAISON**

- Prepare monthly reports for the Board of Directors with input from the Artistic Director and Board President
- Takes minutes at monthly board meetings

- Keeps the Board aware of all facets of festival activities
- Work closely with the Artistic Director and Board President to guide the Board of Directors in executing crucial audience-building ideas to expand accessibility to a wide range of audiences and promote ENCORE's institutional image.
- Other related work as requested by the Board of Directors

Preferred Qualifications

- **Education:** Bachelor's degree in a related field (Music, Arts Management, Finance) or equivalent successful professional experience
- **Location:** Live and work in the Cleveland area May-July; able to attend monthly meetings and special events in the Greater Cleveland area regularly during the off-season
- **Work Experience:** 3-5 years of experience in a classical music, a not-for-profit arts organization, or other relevant work
- **Technical Skills or Knowledge:**
 - Knowledge and passion for classical music and related forms of performing arts
 - Experience building strong relationships with donors and sponsors
 - Background of managing operations and supervising artists/students
 - Management of budget and finances. Understanding of not-for-profit finance concepts and management.
 - Strong computer skills for working with accounting software, donor management software, and ticketing software
 - Energy, availability, and willingness to work long hours for the festival period of June and July, as well as evenings, odd hours, and weekends as needed for special events and meetings throughout the year

Preferred Competencies

- Demonstrated capacity for creative, original problem-solving skills, as well as strong organizational ability to multi-task and deliver with focus and attention to detail in a fast-paced environment with minimal supervision
- Strong written and oral communication skills, including the ability to address live audiences.
- Demonstrated leadership skills in a collaborative environment to communicate effectively with a wide variety of constituencies, including artists, faculty, students, staff, and community arts leaders.
- Demonstrated deep appreciation of arts and culture in the community & commitment to diversity and inclusion.
- Ability to work independently, with strong self-management skills

Office Environment

- Summer office is located at the Gilmour Academy campus; walk to various parts of campus during the 3-week festival
- Concert & outreach events venues change year to year, in various locations throughout the Northeast Ohio
- Off-season, yearly tasks are carried out remotely **at home**

Scheduled Hours

Full-time, Monday through Friday, average of 32 hours per week; Extensive evening, weekend, and odd hours from May to July annually. Occasional evening and weekend hours throughout the year for off-season concerts, special events, and meetings. Off-season office hours are flexible.

Application Documents

To Apply, please send the following items to Jinjoo Cho, Artistic Director via email:
admin@encorchambermusic.org

1. Resume/CV (required)
2. Letter of Interest in this position (required)
3. References Contact Information (3-5) (required)

Pay Frequency

Monthly

Compensation

Competitive salary and benefits commensurate with qualifications and experience. Minimum Salary \$36,500