



**LOUISVILLE
ORCHESTRA**
TEDDY ABRAMS - MUSIC DIRECTOR

Organization: Louisville Orchestra
Job Title: Operations Manager
Reports to: Director of Artistic Operations
FLSA: Full-time, Exempt

BACKGROUND TO THE LO

The Louisville Orchestra, a dynamic and innovative organization, has long had a strong reputation for creativity and excellence. With an annual operating budget of \$13M, 61 full-time musicians, 30 full-time staff, a Board of 40 Louisville leaders, and a 34-week performance season it is changing the very idea of what a 21st-century orchestra can do:

<https://vimeo.com/743736311/2791647250>

Job Summary: The Operations Manager reports to the Director of Artistic Operations and provides integral support to the Operations Department through the facilitation of desired outcomes in concert production, guest artist advancement, management, and contracts, hospitality and logistics, fostering positive relationships with guest artists and their agents and management, management of the Louisville Orchestra's recordings, as well as supporting the flow of day-to-day operational tasks for the department and the Director. A key part of this role will be managing the internal communication of artist, program and production-related details from the Operations Department to all departments of the organization and our relevant partners. This is a forward-facing role for the organization, responsible for the management of relationships with numerous external partners throughout the city and with a focus on producing high-level results, both onstage and through thoughtful and organized administration.

The Ideal Candidate: The successful Operations Manager will maximize discretion while managing multiple projects simultaneously. The ideal candidate anticipates and remains one step ahead, laying the early groundwork needed for each project and performance and works to implement creative solutions and opportunities. Calm under pressure, articulate, and driven towards results, the candidate takes ownership of assigned projects while maintaining a positive rapport with various guests of the orchestra, our staff, musicians, conductors, and our partners. Candidate has a history of achieving high-level results individually while also collaborating within a larger team to further department and organization-wide initiatives. This position will manage a variety of projects independently and professionally, with prior experience on the Artistic/Operations/Production side of an arts organization and experience working with unions a plus.

Main Areas of Ownership

- Concert production, performance and administrative logistics
- Full guest artist and conductor advancement (through artist management, inclusive of booking travel, accommodations, local transportation, artist itineraries, overseeing the advancement of marketing and PR asks, Development event requests, backstage hospitality, etc.)
- Fulfilment of all required contractual and onstage rider needs for each performance
- Assistance in generating and tracking select contracts for artists, conductors, and various partners throughout the season, in consultation with the Director of Artistic Operations
- Main LO concert production contact for internal and external partners for all performances, and main guest artist and guest conductor point of contact throughout each season

- The successful management of relationships with local partners to achieve high-level performance results
- Invoicing and Finance, including the review and approval of invoices and financial performance statements
- Research and documentation

Duties and Responsibilities – Operations Manager

Guest Artists and Conductors

- Coordinates, executes, and communicates all guest artist hotel, air, and ground transportation needs. Main contact in the advancement of all guest artist and conductor needs
- Creates a welcoming atmosphere for our guests by determining individual needs and interests. Develops an understanding of local institutions to provide meaningful recommendations in Louisville to our visiting artists
- Communicates rehearsal and performance schedules to all guest artists and conductors, including conductor meetings, onstage soloist time outside of orchestra rehearsals, the gathering of rehearsal orders, etc.
- Prepares and communicates full itineraries for all guest artists and conductors
- Prepares backstage hospitality as required by contract riders
- As determined by the Director of Artistic Operations, aids in the drafting and tracking of select artist contracts
- Represents the department at concerts (“concert duty”)
- Fosters positive relationships with artist management and agents

Concert Production

- Working alongside the Director of Artistic Operations, manages and confirms all seasonal performance dates with each performance venue
- Works with the Director of Artistic Operations and the Operations Team to confirm, in advance, the production and operational details of each performance. Rider advancement and full scheduling confirmation
- Serves as main point of contact for concert production needs at each venue, and with each participating partner and vendor
- Ensures compliance with artist, venue and production contracts, as well as the LO’s Collective Bargaining Agreement
- Serves as an initial point of contact for advancing sound, lighting, backline, and venue needs. Maintains and expands relationships with local companies to achieve programming and staging goals

Recordings

- In consultation with the Director of Artistic Operations, a department lead on all aspects of audio and video recordings, including communication with engineers, filmographers, musicians, producers and publishers
- Works closely with the LO’s recording engineer and manage the filing and distribution of all relevant recordings throughout the season. Maintains the archive of all performance recordings
- Serves as one of the organization’s representatives on the on the Recording Committee, and manages artist inquiries for archival performance recordings, including receiving permission for

distribution from the union, arranging agreements with artists and artist management, and copying and distributing recordings under contract guidelines and protocols

- Works closely with the audio and recording engineer(s) on concert specifics and staging possibilities

Administrative and Project Management:

- Manages the line of communication and provides timely updates to all the Louisville Orchestra's departments and external partners of program, concert operations, and artist updates via arts administration software
- Works directly with the Finance Team on all applicable receipts, invoices and concert financial evaluation
- Maintains the LO's internal Production drive – creation and maintenance of show files throughout each season, with all relevant invoicing, agreements, and concert-specific info.
- Assists the Director of Artistic Operations with various projects throughout each season, as determined by programming and organizational objectives
- Responds to all historical inquiries

Other duties as assigned by the Director of Artistic Operations

Education:

- Bachelor's degree, with a preference toward Music or Arts Administration

Qualifications:

- Excellent interpersonal and communication skills (internal and external, written and verbal); detail-oriented and organized
- Comfort and disposition to serve in a highly visible role for the organization
- Working knowledge of Microsoft Office applications
- The ability to use discretion when dealing with confidential information/data is essential to this position
- Critical and forward-looking thinker who can devise and enact solutions
- Strong organizational skills, ability to perform multiple tasks efficiently and with attention to detail
- Knowledge of repertoire
- Emotional intelligence and the ability to create positive connections with a varied group of internal and external partners
- Independently effective while also being a resourceful team player
- 2-3 years of related experience at an arts organization preferred but not required
- Must have a valid driver's license
- Availability to work nights and weekends is a must

To Apply:

Please send a cover letter along with your resume to:
Jake Cunningham, Director of Artistic Operations jcunningham@louisvilleorchestra.org