

## Phoenix Youth Symphony Orchestras

**Job Description:** Operations Manager  
**Reports to:** Artistic & General Director  
**Date:** August 18th, 2023  
**How to apply:** Please send cover letter, resume and list of three professional references to [notifications@pysorchestras.org](mailto:notifications@pysorchestras.org). Applications are accepted until position is filled.

### **Overview**

The Phoenix Youth Symphony Orchestra (PYSO) Operations Manager (PYSOM) manages core elements of PYSO operations.

Under the direction of the Artistic & General Director (AGD), the PYSOM executes the plan for the season, secures venues, manages the audition process, solicits and trains events volunteers, develops and coordinates communications to internal and external stakeholders, maintains donor and related demographics, schedules and manages events and meetings, supports Board of Directors meetings, and actively promotes the mission and vision of the PYSO.

### **Salary and Benefits**

This position is a full-time employment position. Salary is commensurate with experience and includes a generous health insurance package.

### **Primary Duties & Responsibilities**

- Collaborate with the AGD in planning the season schedule, securing venues, overseeing and managing event set up, managing venue engagements, and developing related collateral materials.
- Manage major PYSO events - Orchestral Training Academy and Fall Retreat, the Youth Competition, Music Memory and ballet collaboration - including communication to PYSO students and parents, registrations, waiver and medical forms, rehearsal notifications, concert notifications, and related event material and deliverables.
- Collaborate with the PYSO team, parents, committees, volunteers, and other stakeholders to assure that events run smoothly and reflect the PYSO mission.
- Engage and manage volunteers for PYSO events, develop volunteer job descriptions, document participation, and develop positive, supportive relationships.
- Provide management support for PYSO philanthropy events and initiatives.
- Communicate with internal and external stakeholders in collaboration with the AGD and in keeping with PYSO's mission, vision, and values.
- Process invoices and payments from PYSO's outside contractors
- Collaborate with the media and IT team members to support social media initiatives.

- Serve as board liaison and assist the AGD in scheduling board meetings and events as well assist in distributing necessary information to the board of directors

### **Desired Skills**

- Innovator who challenges the status quo and advances new operations processes
- Project management skills to support multiple projects concurrently
- Excellent written and verbal communications skills
- Exceptional interpersonal development and management skills to build strong relationships with internal and external stakeholders
- Self-motivated work ethic
- Problem solver who can identify opportunities for improvement, enhancement, and success
- MS Office proficiency (Word, Excel, Power Point)

### **Education & Experience**

- Four-year college degree required
- Experience in arts operations (theater, dance, music), including an applicable internship
- Experience managing multiple stakeholder groups helpful but not required

### **Cultural Competencies**

- Demonstrates PYSO's mission and values
- Excels in the remote work model
- Drives to the delivery of high-quality work, no matter the time or effort required
- Assumes the best about colleagues and clients
- Demonstrates kindness, empathy, and humor
- Exemplifies positivity, as demonstrated by a "can do" attitude and actions
- Supports the team and colleagues
- Does what it takes to get the work done, inside or outside the job description
- Is curious and not afraid to ask questions and get support from their team

### **Work Model**

- PYSO has a home office for team and other meetings
- Remote work and office work are flexible and will be determined by the AGD & PYSOOM to best fit the needs of the organization.
- On-site work will be required for all rehearsals, performances, retreats and other events produced by PYSO or involving PYSO musicians.

