

indian hill music

Indian Hill Music, a rapidly growing non-profit performance center and music school, is seeking a full-time, exempt Director of Performance Operations. Currently located in Littleton, MA, Indian Hill is preparing for explosive growth as we build a new, acoustically and technologically superb music center in Groton, MA, slated to open in late 2022. Groton Hill Music Center includes two world-class concert halls, state-of-the-art teaching studios, rehearsal spaces, common areas, and supporting amenities.

JOB SUMMARY:

Reporting to the Chief Executive Officer, the Director of Performance Operations is a newly created position and a member of the senior management team acting in a general manager capacity for the performance and event aspects of the organization. This position's primary responsibility is to ensure that all performances and events are presented with operational, technical, and patron-facing excellence from beginning to end. This position acts as a leader within the organization when dealing with all operational matters related to concerts, ancillary activities, and special events, while actively participating in strategic planning, maintenance of production standards, and planning of future performance seasons. The successful individual will be comfortable operating in a managerial capacity while also rolling up their sleeves and performing basic tasks as necessary.

RESPONSIBILITIES:

- Begin by working with the CEO to create a roadmap for the structure of the Performance Operations department. This includes determining headcount needs, employee versus contractor roles, and timing for bringing on resources. Groton Hill Music Center is a new facility and the Director of Performance Operations will implement systems and create the structure and standard of operations for concerts and events in the facility and then build the department over time as appropriate.
- Hire, manage, and evaluate box office, technical, and administrative performance management staff. Evaluate, contract, and manage consultants as necessary to support the staff positions and to ensure that all aspects of performance operations run smoothly.
- At ticketed performances, manage a staff member acting as Event Manager or in some instances, assume that role, to ensure that all aspects of event operations including management of event staff, box office, house management, technology, artist services, custodial, production operations, and food and beverage are executed at a high-level of quality and service.
- Oversee staff in the proper management of the building during an event including monitoring access to building areas and artists, public safety including liaison with police and fire, and considering and implementing appropriate health and safety protocols.
- Manage the Box Office Manager and the box office function including sales, will call, relocations, tech kills, ticket inventory management, VIP packages, and press passes.
- Oversee staff in the management of front of the house patron experience activities including parking, way finding, ticket scanning, patron seating, patron information services, and night of the event volunteer management.
- Oversee staff in the management of production activities, including technical show advance, sound, video, lighting, recording, equipment rental, staging requirements, and related budgeting.
- Manage all artist contracts, and oversee artist services including hospitality, transportation, and lodging to ensure a positive experience for guest artists.

- Oversee the completion of operational and custodial needs including set-up and breakdown, and before, during and after cleaning to ensure that the building is presented well to patrons.
- Select the food and beverage outside vendors responsible for pre-event dining and concessions and manage the relationships to ensure vendors are providing a high-quality product with appropriate inventory, a high level of efficient and courteous patron service, and with appropriate financial oversight.
- Determine and arrange for adequate headcount needs on an event by event basis and oversee event expense tracking and reporting for budgeting and to ensure cost controls.
- Accurately communicate budget variances to the CEO.
- Manage and control calendars and schedules for performance and multi-purpose spaces.
- Develop policies for the rental of the facility and manage rental contracts as appropriate.
- Oversee staff responsible for all orchestral functions including the library and personnel matters, orchestra production schedules, and proper operational management for orchestral events.
- As a proactive and responsive organization, all staff members including this position are assigned other responsibilities as required to contribute to the overall success of IHM.

MINIMUM QUALIFICATIONS:

- Seeking a candidate with music venue general manager level experience at a performing arts center with significant experience in managing all aspects of event operations in a high volume environment with events that draw a minimum of 1,000 attendees.
- Bachelor's degree in a related field preferred and a minimum of 7 years of experience in event management with at least 3 years in a supervisory or director level capacity.
- Night and weekend availability is required due to the typical timing of events.
- Must have the ability to meet the physical demands required when producing an event.
- A self-motivated, results oriented leader with a strong work ethic and a high level of personal and professional integrity who also values a positive and collaborative team oriented work environment and functions as an effective manager.
- An individual dedicated to producing a quality experience and possessing technical understanding to perform the job as well as exceptional and demonstrated organizational skills, time management skills, problem solving skills, and the ability to manage multiple events in a fast paced environment.
- Ability to operate at a managerial level while also being comfortable rolling up their sleeves and doing what is necessary to get the job done.
- Excellent interpersonal and verbal and written communication skills to foster effective work relationships at all levels and to interact with patrons.

COMPENSATION & HOW TO APPLY:

- This is a newly created position. As such, compensation will depend upon the selected candidate's experience, skill set, and what they bring to the position.
- Please send cover letter, resume, and salary requirements (**applications without salary requirements will not be considered**) to: Lisa Fiorentino, CEO, Indian Hill Music, PO Box 1484, Littleton MA, 01460. EMAIL TO: lisa@indianhillmusic.org

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