



JOB DESCRIPTION

JOB TITLE: Vice President of Operations

DEPARTMENT: Operations

REPORTS TO: CEO

POSITION SUMMARY:

The Vice President of Operations is a member of the Senior Leadership Team. The Vice President of Operations leads the Indianapolis Symphony Orchestra's events and venue operations team to (1) provide a superior experience for guests while ensuring the safety of both patrons and employees, (2) develop strategies to derive increased revenue from venue rentals and the ISO's food and beverage operation, (3) plan for future needs of the facilities, and (4) oversee the ISO's summer Symphony on the Prairie series.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Develops and manages staffing and procedures to ensure that audience members and event participants have safe, physically accessible, and comfortable experiences at all ISO venues, including the Hilbert Circle Theatre, Symphony on the Prairie, and other occasional venues as assigned.
- Provides overall strategic direction for all events held at ISO venues.
- Ensures proper appearance and operation of the facilities at all times.
- Oversees all operations at Symphony on the Prairie, including all elements of booking and execution.
- Partners with Conner Prairie and their leadership team to negotiate the Symphony on the Prairie contract and initiates ISO-driven capital improvement projects for Symphony on the Prairie.

- Provides strong leadership to all direct reports as well as indirect team members in event planning, food and beverage, security, facilities, and Symphony on the Prairie.
- Efficiently manages financial resources by preparing annual budgets for approval, reflecting all Hilbert Circle Theatre and Symphony Centre operations and capital improvement needs. Manages expenses so as to adhere to the approved budget. Prepares and maintains the long-range capital replacement and improvement budget.
- Works closely with the Vice President of Artistic and Director of Orchestra Operations on the planning and execution of concerts and events.
- Proactively manages major capital improvements to facilities, including collection and analysis of bids when required. Supervises all work by contractors.
- Oversees contracted property management firm and vendor relationships necessary to operate ISO facilities. Provides instruction on preventative and routine maintenance, repair and improvements for all systems, equipment, furnishings, interiors and exteriors except for stage systems.
- Comply with all city ordinances and represents the ISO on various city committees.
- Serves as primary ISO management representative for tenants. With support from contracted property management firm; manages tenant affairs and lease fulfillment of Symphony Centre, including monitoring collection of rents, maintenance of leased spaces, and managing design and construction for all tenant improvements.
- Oversees and negotiates lease agreements in current facilities, including Victoria Centre, Circle Tower, and warehouse.
- Ensures proper security for all ISO facilities, including management of security services providers, Evolv Express, and access management systems.
- Actively promotes Hilbert Circle Theatre as a rental space for corporate events, concert promoters, televised broadcasts, weddings, and other appropriate events.
- Responsible for all food and beverage activities, including financial performance, inventory management, and timely renewals of licenses.
- Provides support for special projects as assigned by the CEO.

MINIMUM REQUIREMENTS:

B.A. or B.S. degree in a related field required. At least five years related experience venue or event management including supervision of a substantial number of employees. Concert hall, performing arts center, or amphitheater operations experience preferred. Excellent written, oral and interpersonal communication skills. Ability to multi-task and provide a calm demeanor in a fast-paced environment is essential. Strong interpersonal relations, particularly with other members of the senior leadership team. Proficient in Microsoft Office including Word, Excel, PowerPoint, and Outlook. Experience with VenueOps, Appetize/SpotOn, Evolv Express preferred. This position requires an individual who is able to work a flexible schedule and be available 24 hours/7 days a week for emergency calls. Work often requires ability to manage and balance concerns and problems of patrons while maintaining established policies.

INTERPERSONAL CONTACTS:

INTERNAL: CEO, Music Director, conductors, senior leadership team, department heads, and musicians.

EXTERNAL: Contact with board members, community members, volunteers, vendors, guest artists, tenants, and building contractors. Occasional contact with city representatives.

CONTENT OF CONFIDENTIAL INFORMATION:

Information regarding internal and external events and people, community and corporate institutions, internal personnel salaries, corporate financial information, and various contract provisions.

SPAN OF SUPERVISION:

This position will have direct responsibility for leaders in Food and Beverage, Event Planning and Facilities and indirect supervision for all members of these teams. In addition, this person may have oversight of a much larger group, depending on the number of staff and volunteers needed on a particular concert or event.

OUR MISSION

To inspire, entertain, educate and challenge through innovative programs and symphonic music performed at the highest artistic level.

OUR VALUES

At the Indianapolis Symphony Orchestra, we are one team committed to achieving our mission through:

- Outstanding **performance** on and off the stage.
- Extraordinary **service** to both internal and external customers.
- A compassionate workplace built on **trust** and **mutual respect**.
- A culture of **flexibility** and **openness to change**.

The Indianapolis Symphony Orchestra is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, veteran status or any other status protected by law.

**Applications for this position should be sent to
jobs@indianapolissymphony.org.**