JOB DESCRIPTION

JOB TITLE: Event Manager III
DEPARTMENT: Venue Operations
REPORTS TO: Vice President of Operations

POSITION SUMMARY:

The Event Manager III is part of an events team that manages the entire season of the Indianapolis Symphony Orchestra and Symphony on the Prairie. This position serves as the primary Event Manager for Hilbert Circle Theatre rentals, special events, internal events, Learning Community events, and also shares responsibility for managing ISO events at Hilbert Circle Theatre, Symphony on the Prairie, and other contracted event venues.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Work with internal and external stakeholders to prepare and plan remarkable events at the Hilbert Circle Theatre.
- Provide best in class customer service to current and prospective venue rental clients.
- Lead venue walk-throughs with perspective clients.
- Prepare venue rental quotes, agreements, and settlements.
- Work closely with the Food and Beverage Manager to make sure all beverage and food service meets the clients' expectations.
- Oversee event staff and volunteers during events including; ticket takers, ushers, valet, security, police, fire, and EMS personnel.
- Provide support as needed to the team of Event Managers by serving as the primary Event Manager onsite, when necessary, for ISO performances at Hilbert Circle Theatre and Symphony on the Prairie.
- In collaboration with the Learning Community department, coordinate and manage event operations for programming including: Teddy Bear Series, Side-by-Side, Metropolitan Youth Orchestra, and Discovery Concerts.
• In collaboration with the Development department, coordinate and manage specials event operations including but not limited to the Maestro Open, Open Rehearsals, and Opening Night Gala.
• Prepare annual venue rental budget.
• With support from the marketing team, manage promotional strategy to maximize revenue from venue rentals.
• Conduct a full detailed inspection of venue public spaces and emergency exits before and after all events.
• Coordinate resolution of patron complaints with appropriate departments.
• Responsible for managing guest expectations regarding policies, procedures, and protocols.
• Respond to facility and medical emergencies when appropriate.
• Perform other duties as required.

MINIMUM REQUIREMENTS:

Bachelor’s Degree is required. Position requires outstanding written and oral communication skills, strong interpersonal skills, and exceptional organizational skills with attention to detail. Candidate must be a proficient user of Word, Excel, and Outlook. Demonstrated knowledge of event staffing, crowd management, event security, public assembly facility emergency protocols, and event ticketing is preferred. Experience with VenueOps software preferred.

INTERPERSONAL CONTACTS:

INTERNAL: This position will interact with most administrative staff and at time musicians and stagehands.

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

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.