



JOB DESCRIPTION

JOB TITLE: Director of Event Operations

DEPARTMENT: Venue Operations

REPORTS TO: Vice President of Operations

POSITION SUMMARY:

The Director of Event Operations oversees, plans, and provides event services to meet patron needs and expectations at all ISO events. This position manages all front of house (FOH) items including the Event Manager team, event staffing, security, police, valet, EMS, guest services, and proper operation of the facility during events. This position serves as the primary Event Manager for Hilbert Circle Theatre Opening Night Gala, Classical Series, Film Series, and Yuletide Celebration with shared responsibility for managing other ISO events at Hilbert Circle Theatre, Symphony on the Prairie, and other contracted event venues as necessary.

This position works many evenings and weekends, with flexibility to take time off during non-concert days.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

Events

- Develop and implement strategies to enhance the overall guest experience, including but not limited to policies, crowd control, and accessibility accommodations.
- Oversee the implementation of safety protocols and emergency procedures to ensure the well-being of patrons and staff for all ISO venues.
- Oversee daily event operations for all ISO venues in conjunction with Event Managers including onsite management of event staff, volunteers, and vendors during events.
- Work with internal and external stakeholders to prepare, plan, and execute events at all ISO venues including the preparation of event profiles to be distributed to volunteers, event staff, and vendors prior to events.
- Coordinate resolution of patron complaints with appropriate departments
- Respond to facility and medical emergencies by completing incident reports when appropriate.
- Conduct a full detailed inspection of venue public spaces and emergency exits before and after all events.
- Ensures proper security for all HCT events, including management of security provider, Evolv Express, and access management systems.

- 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.
- Perform other duties as required.

General Management

- Provide leadership and guidance to Event Managers, fostering a collaborative and high-performance work environment.
- Conduct regular performance evaluations, set goals, and provide professional development opportunities for direct reports.
- Assist in the development of and provide monitoring of expense budgets for FOH functions.
- Assist in compliance of all city ordinances and represent the ISO on various city committees.
- Maintain and update event staff, volunteer, and emergency procedure manuals on a regular basis, working with Event Managers.
- Support Event Managers in the development and delivery of event staff and volunteer training and training materials.
- Coordinate with Event Manager to recruit, schedule, and recognize volunteers, ensuring a positive volunteer experience.
- Primary manager responsible for the management of part time event staff. Includes hiring, scheduling, communication, training, payroll, and performance evaluation.
- Manage relationships with all vendors for event operations including, but not limited to valet, security, police, EMS, and more.
- Assist the Vice President of Operations with emergency planning initiatives, ensuring comprehensive preparedness and swift response strategies.

SPAN OF SUPERVISION:

This position will receive direct supervision from the Vice President of Venue Operations and will provide direct supervision to all direct reports including Event Managers & part time Event Staff as well as the relationship with onsite vendors including; security, police, valet, EMS, and more.

MINIMUM REQUIREMENTS:

Bachelor's Degree or relative experience 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 Momentus software preferred.

PHYSICAL REQUIREMENTS:

Must be able to walk on uneven surfaces in the Hilbert Circle Theatre and at Conner Prairie and other areas with or without accommodation. Must be able to lift/carry items up to 30 pounds

without assistance. Requires visual and hearing acuity to sit at a computer for several hours at a time and speak on the phone.

INTERPERSONAL CONTACTS:

INTERNAL: This position will interact with most administrative staff as well as event staff and bartenders. This position will occasionally interact with stagehands and musicians.

EXTERNAL: Contact with community members, patrons, 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.

OUR DEIB VISION

We endeavor to model practices of diversity, inclusion, and equity in all that we do, including programming, people and culture, and community building. Through these practices, we will build a universal sense of belonging for all who connect with the ISO.

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.**