

**JOB TITLE**: Director of Rentals & Hospitality

**DEPARTMENT**: Venue Operations

**REPORTS TO**: Vice President of Venue Operations

**POSITION SUMMARY:**The Director of Rentals and Hospitality at the Indianapolis Symphony Orchestra (ISO) oversees all aspects of hospitality services and rental operations at the Hilbert Circle Theatre and any other ISO venue. This key leadership role is responsible for ensuring exceptional guest experiences, maximizing revenue generation through facility rentals and concessions, and maintaining the highest standards for food and beverage operations. The Director of Rentals and Hospitality collaborates closely with internal stakeholders, external clients, and vendors to execute events while upholding the ISO’s commitment to artistic excellence and community engagement. This position works many evenings and weekends, with flexibility to take time off during non-event days.

**REPRESENTATIVE DUTIES AND RESPONSIBILITIES:**

***Hospitality Operations***

* Develop strategies to drive increased revenue through the food and beverage program.
* Oversee the planning, execution, and evaluation of all hospitality services, including bar service, concessions, catering vendors, and guest services.
* Develop and implement policies, procedures, and standards to enhance the overall guest experience with food and beverage and exceed customer expectations.
* Hire, train, schedule, and manage the part-time bar staff with the assistance of the Rentals and Hospitality Manager, ensuring bartenders are aware of service standards, responsible alcohol service, and opportunities for development.
* Develop, manage, and retain relationships with alcohol vendors, catering companies, and other food & beverage providers.
* Guide and manage all food and beverage services, including menu planning, catering arrangements, quality control, inventory management, ordering, and cost control measures.
* Develop and implement strategies to enhance the performance of the hospitality operations as well as the development and management of the food & beverage budget.
* Prepare bar areas and food and beverage needs for assigned events and ensure compliance with all relevant health and safety regulations in food and beverage preparation and service.
* Monitor food and beverage quality, presentation, and pricing to optimize guest satisfaction and profitability.
* Other duties as assigned, including (but not limited to) providing support at Symphony on the Prairie for Guest Artist hospitality needs.

***Rental Management***

* Develop strategies to drive increased revenue through the rentals program. This includes proactively working with Visit Indy and regional event planners to create new rental opportunities, working with the Group Sales Manager to upgrade group sales through rental of spaces for special events and receptions, and working with the Marketing team to promote the Hilbert Circle Theatre as a premier venue for special events as well as high profile events that come to the city.
* Manage the rental program for the Hilbert Circle Theatre with the assistance of the Rentals and Hospitality Manager, including promoting, contracting, scheduling, and client relations.
* Partner with the Corporate Team of the ISO’s Development Department to maximize rental opportunities with our sponsors outside of their regular sponsor benefits.
* Ensure the Rentals and Hospitality team coordinates all aspects of events, from initial inquiry through execution and post event evaluation.
* Through the organization’s event booking software, Momentus Elite, track all bookings and event details, prepare rental estimates and contracts, and ensure all terms and conditions are accurately documented. Manage the invoicing process, payments, and follow up on outstanding balances.
* Communicate with potential clients to establish event needs, preferences, and expectations, and tailor rental packages to maximize satisfaction and profitability.

***Leadership & Management***

* Provide strategic direction and leadership to the Rentals and Hospitality team, fostering a culture of excellence, collaboration, and innovation.
* Assist in the development of and provide monitoring of expense and revenue budgets for Food & Beverage and Rental functions.
* Identify opportunities for revenue enhancement and cost optimization within hospitality and rental operations.
* Maintain and update training manuals and trainings on a regular basis, working with the Rentals and Hospitality Manager.
* Primary manager responsible for the management of part-time bar staff. Includes hiring, scheduling, communication, training, payroll, and performance evaluation.
* Supervise, mentor, and empower the Rentals and Hospitality manager and part-time bar staff, ensuring alignment with organizational goals and objectives.
* Assist Venue Operations team with concert staffing and coverage as needed. Duties may include (but are not limited to) assisting in Front of House positions and event preparations.
* Perform other duties as required.

**SPAN OF SUPERVISION:**

This position will receive direct supervision from the Vice President of Venue Operations and will provide direct supervision to the Rentals and Hospitality Manager and part time Bartenders as well as the relationship with Food & Beverage vendors.

**MINIMUM REQUIREMENTS:**

Bachelor’s Degree in Hospitality Management, Business Administration, related field or 4 years of relevant 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. Must be available to work a flexible schedule including evenings and weekends. Previous experience in the fields of event sales, rental events, event management, bartending, food service, and/or hospitality preferred. Familiarity with alcohol and food safety regulations preferred.

**PHYSICAL REQUIREMENTS:**

Must be able to walk on uneven surfaces in the Hilbert Circle Theatre and other areas with or without accommodation. Must be able to lift/carry display products 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 bartenders. This position will frequently interact with stagehands and occasionally interact with musicians.

 **EXTERNAL:** This position will communicate with vendors, volunteers, guest artists, and patrons of the Indianapolis Symphony Orchestra.

**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**