



JOB DESCRIPTION

JOB TITLE: Symphony on the Prairie Event Staff (Summer Part-time Seasonal)

DEPARTMENT: Venue Operations

REPORTS TO: Event Manager

POSITION SUMMARY:

Seasonal, part time position assisting with event management for Indianapolis Symphony Orchestra events at Conner Prairie from June through September.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Clearly communicate venue policies and demonstrate volunteer assignments at Conner Prairie for volunteers.
- Respond to patron requests, including but not limited to, ground policies, accessibility issues, and complaints.
- Routinely check in with volunteers to ensure customer service expectations are met and venue policies are observed.
- Assist Event Manager(s) with responses to emergency situations.
- Perform other duties as assigned.

ROLES:

- North Gate/Apple Rear - Assist with ticket taking, selling tickets, and directing to parking on entry and egress
- Golf Cart - Safely transport patrons to ground entrances and parking locations, while adhering to ground rules and policies. Monitor assigned parking areas
- Lawn Lead - Supervise and monitor general seating areas and pathways
- Reserved Seating Lead- Supervise and monitor reserved table and reserved seating areas
- Patron Services – Supervise and monitor the Patron Services tent and address patron questions and concerns
- Sunset Lounge – Supervise and monitor the Huntington Bank Sunset Lounge
- VEL (Volunteer Engagement Lead)- Supervising general oversight of volunteers including check in, conduct, breaks and overall experience.

***Roles will vary and rotate based on schedule and availability**

SPAN OF SUPERVISION:

The Event Staff will oversee volunteer ushers during concert hours with the Event Manager(s). The Event Staff will receive direct and frequent supervision from the Event Manager(s), Director of Event Operations, and Vice President of Venue Operations.

MINIMUM REQUIREMENTS:

High school diploma or GED required. Experience in concert event management or volunteering with an arts venue is preferred. Must be available to work nights, weekends, and select holidays from June to September.

PHYSICAL REQUIREMENTS:

This position requires the ability to stand for extended periods of time. Position also requires the hearing and visual acuity to converse with internal and external constituents in person in an environment with moderate to heavy ambient noise. Must be able to lift 35 pounds without assistance. Will be required to navigate stairs and uneven ground while outdoors at Conner Prairie. Requires long hours in various weather conditions, including, but not limited to: heat, direct sun, rain.

INTERPERSONAL CONTACTS:

INTERNAL: Frequent contact with volunteer ushers and some contact with all levels of staff, employees, and musicians.

EXTERNAL: Frequent contact with patrons and event volunteers.

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.**