



INDIANAPOLIS SYMPHONY ORCHESTRA

JOB DESCRIPTION

JOB TITLE: Event Manager

DEPARTMENT: Venue Operations

REPORTS TO: Director of Venue Operations

POSITION SUMMARY:

The Event Manager is a key role in the Indianapolis Symphony Orchestra's Venue Operations department overseeing, planning, and managing front-of-house operations for events and performances at the Hilbert Circle Theatre, Connor Prairie, and other venues as scheduled. This position is responsible for event staffing, volunteers, security, police, valet, EMS, and guest services. The Event Manager is focused on the highest level of customer service to meet patron needs and expectations at all ISO events.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Oversee daily event operations for all ISO venues including on-site management of event staff, volunteers, and vendors during events.
- Responsible for the hiring, training, payroll, and performance evaluation of all part-time event staff.
- Work with internal and external stakeholders to prepare, plan, and execute all events including the preparation event profiles to be distributed to volunteers, event staff, and vendors prior to events.
- Responsible for the overall management of the volunteer usher program.
- Coordinates the load-in and load-out schedule for the Symphony on the Prairie season and the setup and tear down of events from week to week.
- Manage vendor relationships including valet, security, police, and EMS.
- Conduct a full detailed inspection of venue public spaces and emergency exits before and after all events.
- Assist in the development of, and provide monitoring of, expense budgets for volunteer and event functions.
- Responsible for guest safety, comfort and service satisfaction.
- Coordinate resolution of patron complaints with appropriate departments.
- Responsible for managing patrons' expectations regarding policies, procedures, and protocols.
- Respond to facility and medical emergencies by completing incident reports when appropriate.
- Assist in the documentation of event data and procedures, as well as the creation of training and instructional resources.
- Support Venue Operations department with preparation, organization, and maintenance of FOH spaces for events.
- 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, venue management and event ticketing is preferred.

Experience with VenueOps/Momentum Elite and Rosterfy preferred, as well any experience with event booking and volunteer resource management databases.

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 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: Frequent contact with Development, Learning Community, Artistic, and other departments as needed.

EXTERNAL: Patrons, volunteers, sponsors, distributors, caterers, valet, security, police, EMS and other clients as needed.

OUR MISSION

The ISO inspires and unites our community through our music.

OUR VISION

The ISO sets new standards as a dynamic leader in the arts, serving our community by creating innovative, engaging, and accessible musical and educational experiences.

OUR VALUES

Inspiration: We strive to offer inspiring musical and educational experiences for everyone.

Unity: We believe that collaboration makes us stronger.

Integrity: We endeavor to instill a culture where everyone is treated with trust and respect.

Stewardship: We are entrusted with sustaining a treasured community resource and are committed to its success.

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.**