



**INDIANAPOLIS SYMPHONY ORCHESTRA**

**JOB DESCRIPTION**

**JOB TITLE:** Operations Coordinator  
**DEPARTMENT:** Venue Operations  
**REPORTS TO:** Director of Venue Operations

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**POSITION SUMMARY:**

The Operations Coordinator serves as the administrative hub for the Venue Operations Department. Primary responsibilities include providing administrative assistance to the Director of Venue Operations, including scheduling, venue preparations, and other administrative roles.

The Operations Coordinator is responsible for maintaining the master calendars and booking software for all facility usage in Hilbert Circle Theatre and Symphony Centre. In addition, the position coordinates room reservation requests, works with constituents to identify setup and support needs, and coordinates appropriate resources to direct the execution of setups and event support.

The Operations Coordinator will work closely with our Property Manager and Building Engineer on scheduling and coordinating facility issues and maintenance across our properties.

**REPRESENTATIVE DUTIES AND RESPONSIBILITIES:**

- Maintain the master facilities calendar for Hilbert Circle Theatre and Symphony Centre. Receive, process, and manage approvals for incoming room reservation requests from ISO constituents and Symphony Centre tenants.
- Create and distribute calendars to appropriate staff and associated vendors on a monthly and weekly basis. Regularly review calendars for accuracy and potential conflicts.
- Manage the room setup process; including collecting and compiling all setup information for every meeting, event, and concert (excluding setups on the Hilbert Circle Theatre stage). Create and edit setup diagrams, confirming with event contacts that all details are correct and complete. Lead and oversee any setup staff on the needs of each event, and provide hands-on assistance as needed, including moving tables, placing linens, testing A/V, preparing coffee, water, ice, etc. Inspect all room setups for accuracy and completeness.
- Provide administrative support to the Director of Venue Operations and the Venue Operations team. Coordinate with others to schedule meetings. Facilitate maintenance and janitorial requests to the appropriate staff member or vendor for resolution and investigate facility concerns across the campus. Work closely with property manager and building engineer for coordinating and scheduling projects and vendors.

- Maintain all access information files, including ID cards and key distribution records for all staff, musicians, and tenants. Order replacement cores and keys as needed.
- Manage financial purchase records and receipts, including creation of purchase orders, coding of invoices, and reconciliation of department credit card information.
- Handle company car records including processing of annual registrations, maintenance of insurance documents, and box truck fuel records and company car usage records.
- Distribute monthly financial reports to the appropriate Operations team members.
- Assist events team with concert staffing as needed for concerts. Infrequent evenings and weekend hours may be required for some events. Purchase departmental and concert supplies as needed.
- Provide exceptional customer service through positive relationship building with all ISO departments, vendors, Property Manager, and Building Engineer.
- Proactively offer suggestions for improvement to provide better service, efficiencies, and cost-effective measures.
- Other duties as assigned.

**MINIMUM REQUIREMENTS:**

Bachelor's Degree or 4 years equivalent 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. Previous experience working in an arts or theatre environment is 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 60 pounds without assistance, including carrying and moving furniture and setup equipment. 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 all levels of staff. Consistent communication with Day Porter on set up and tear down of events.

**EXTERNAL:** Frequent contact with volunteers, vendors, Property Manager, Building Engineer, and contractors.

**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](mailto:jobs@indianapolissymphony.org).**