



Title	Operations Team Assistant	Reports To	Director of Orchestral Operations (DOO)
Department	Operations	Classification	Non-Exempt

Job Summary

General statement regarding the overall function, scope and purpose of the work to be performed.

The Operations Team Assistant is responsible for the coordination of all the day-to-day administrative functions of the Richmond Symphony Operations Team under the direction of the Director of Orchestral Operations, **usually working 9.00-5.00 Monday-Friday**.

Responsibilities/Duties/Functions/Tasks

1. Functions as the **administrative point of contact** between RSO staff and the Operations Team.
2. Acts as the liaison with artist agents for **guest soloists'** travel and hotel arrangements (including negotiating hotel contracts); coordinates air travel and all local guest artist arrangements, including welcome packets, local ground transportation, and itineraries; coordinates all RSOL host activities as well as preparing guest artist contracts and maintaining guest artist files to include headshots and biographies; coordinates comp ticket vouchers/offers with Box Office personnel for guest artists and musicians.
3. Coordinates & documents artistic review and approval of **recordings**, and coordinates artist personal use tapes and agreements, and distribution to artists. Coordinates recording of performances and performance tapes, including: arranges recording dates with Recording Engineer and required hotel reservations; notifies Orchestra Committee of recording dates; gives recording notices to Production Manager for posting; maintains recording history and physical tapes. Prepares and coordinates recordings for broadcast on WCVE. Maintains donated CD library and database.
4. **Distributes all orchestra and ensemble schedules and rosters** to orchestra members and staff adhering to the contractual deadlines within the Collective Bargaining Agreement (CBA).
5. **Maintains concert files and reports**. Assists DOO with soloists and local concerts, tours and run-outs by preparing and maintaining concert files and contracts, and serving as contact with concert presenters. Responsible for informational emails to musicians and staff for each program cycle including

- final schedule, repertoire, dress codes, parking information, comp ticket information and any other pertinent information.
6. **Makes all lodging arrangements** for out-of-town per service (and substitute) musicians, including maintaining volunteer host housing list, recruiting volunteer hosts, devising operating procedures, negotiating hotel contract(s), and dealing with inquiries and problems. Maintains orchestra musician mailing and email lists, and keeps the staff informed of any changes to the lists.
 7. **Provides production support** including: preparing directions to concerts and rehearsals; making parking arrangements; preparing concert timing sheets to halls and program copies for orchestra; coordinating details between Production Manager, Librarian and Personnel Manager; coordinating individual musician rehearsal space requests and rehearsal room set-up/strike(s) as needed.
 8. **Assists Music Director** with guest artist fee and availability research for future programs/seasons.
 9. **Assists the Personnel Manager with auditions**, including finding audition locations, mailings, response to inquiries, and assisting on-site at the auditions (as needed).
 10. **Assists Music Librarian** with ordering, invoice coding, and part preparation.
 11. **Assists the Advancement & Patron Communications Department** by providing program information, including text and translations and guest artist information, and proofreading concert programs. Acts as liaison between A&PC team and musicians, conductors, and guest artists to schedule interviews, obtain biographical information, and photos; updates orchestra roster page on the RSO website. Assists A&PC team with information from artistic areas in cases of grant writing and reporting and other fundraising initiatives.
 12. **Maintains historical operations records** including: repertoire list; physical copies of programs in concert files; updating guest artist list; and maintaining performance records for grant reporting.
 13. **Schedules Artistic Planning and Board artistic committee meetings**; scribes meeting notes and distributes to appropriate parties.
 14. **Provides general clerical support** to the Operations Department, such as preparing expense vouchers and invoices, in coordination with appropriate team member, for DOO's signature. Performs other duties as assigned by the DOO, Executive Director, and the Music Director.

Qualifications

Successful performance in this position requires an individual with excellent organizational skills, including attention to detail and efficient time management, the ability to collaborate creatively and work effectively with internal and external partners, and the ability to foster positive relationships with colleagues, conducting staff, musicians, guest artists, RSOL and RSO Board members. The ability to work effectively, and with composure, under pressure and the ability to improvise, multitask and respond to unusual circumstances and requests with an attitude of service and flexibility are a MUST.

A college bachelor's degree or equivalent is required. Preference will be given to candidates with professional orchestral experience and/or experience in orchestra personnel administration and/or knowledge of classical music and understanding of orchestral instrumentation. Computer literacy including word processing, spreadsheet, and database software systems are required.

The ability to work effectively in a fast paced environment with limited resources is crucial to performance of the position's requirements. The ability to follow instructions and work independently without supervision is essential. Immediate response to staff and musician needs and requests is crucial to success. Additionally, this employee should be proactive in delivering excellent service to musicians and guest artists by anticipating requests as much as possible.

Environment

- Work is performed in a fast paced environment.
- Work space to be provided in the Richmond Symphony offices with office hours scheduled Monday – Friday from 9 am – 5 pm.
- Ability to lift up to ten pounds and maneuver furniture carts over flat floors.