



Now in its 44<sup>th</sup> season, the Northbrook Symphony Orchestra has continuously presented classical music concerts for suburban Chicago- not even stopping for the pandemic. Today the NSO reaches all ages and specifically aims to reach younger audiences by providing complimentary tickets for youth. The Orchestra also partners with schools, including schools from under resourced communities, to work with teachers and bring students to concerts. To ensure that there are no financial barriers to youth learning to play an instrument, the NSO collects musical instruments and provides them to schools. The NSO is looking for an experienced professional to work closely with the box office manager and music director to create the infrastructure needed for our continued success and growth. This position reports to the NSO board.

## **Operations (80%) and Program Manager (20%)**

### **Responsibilities**

- Develop, maintain and ensure compliance with the operational calendar including all aspects of publicity- fliers, posters, eblasts, press releases, website and social media, program book preparation, program book sponsorship solicitation, state and federal filing requirements, donor and grantor solicitation and communication, rehearsal and concert scheduling, outreach to educators, follow up communication with concert attendees, contract renewals including office lease and insurance
- Regularly evaluate and improve efficiency of operational management systems, processes and best practices including processes for ticket sales, donor solicitation and acknowledgement, employee/contractor onboarding and invoicing, outreach programs
- Work closely with treasurer and bookkeeper to examine financial data and improve profitability
- Assist with preparation of financial statements, project budgets and forecasts and track spending to ensure organization stays within budget
- Prepare and systematize written financial procedures
- Prepare and systematize employee onboarding and out boarding procedures
- Ensure all operations are appropriate and cost-effective
- Assist with formulation of long range strategic and operational objectives
- Assist with communication to donors and grantors and outreach to educators
- Oversee production of program book and publicity materials
- Organize electronic files and help office manager organize paper files
- Maintain website
- Organize all email lists for communication
- Help implement new CRM system
- Assist in concert box office
- Implement patron feedback tools then evaluate and report to board

## Requirements and skills

- Enthusiasm for NSO mission
- Proven work experience as Operations Manager or similar role
- Knowledge of organizational effectiveness and operations management
- Experience budgeting and forecasting
- Familiarity with business and financial principles
- Excellent communication skills
- Leadership ability
- Outstanding organizational skills
- Team player with positive attitude, patience, focus, and resolve
- Strong IT skills
- Systems-oriented with superior project management skills, ability to set and meet deadlines
- Maintain a proactive, problem-solving approach to projects
- Knowledge of business productivity software and an aptitude for learning new applications
- Predominantly remote, but occasionally needed to work in NSO office or at concerts
- Degree in Business, Operations Management or related field
- Work as an independent contractor determining best practices and procedures to complete tasks

To apply, please submit your resume and a cover letter outlining your relevant experience and qualifications to [pvance@northbrooksymphony.org](mailto:pvance@northbrooksymphony.org). We look forward to hearing from you.