

Chattanooga Symphony & Opera  
Job Description  
**Director of Operations**

**Summary**

Job Title: Director of Operations  
Department: Production  
Reports to: Executive Director & Music Director  
Supervises: Stage Manager, Stage Crew, Artistic Liaison  
Salary: \$58K;  
Benefits: Pension, Healthcare stipend  
Hours: Full-time, salaried, exempt; includes some nights and weekends

**Basic Function**

The Director of Operations plays a strategic role in ensuring the seamless production of all concerts, rehearsals, outreach events, special performances, and educational activities for the Chattanooga Symphony & Opera. This position oversees all aspects of concert production, stage management, venue coordination, and operational logistics while ensuring artistic excellence, financial responsibility, and adherence to the collective bargaining agreement. The Director of Operations is a key liaison between musicians, conductors, guest artists, technical crews, and administrative staff, ensuring that all programs align with the orchestra's mission and serve the needs of the community.

**Primary Responsibilities**

**Concert & Production Planning**

- Oversee all production needs for concerts, rehearsals, outreach events, and educational activities, including venue coordination, stage setup, and instrument/equipment rentals.
- Develop and manage the Main Production Schedule in collaboration with the Personnel Manager, ensuring clear and timely communication across all departments.
- Ensure compliance with artist contracts and riders, including travel, lodging, backstage requirements, catering, and technical needs.
- Coordinate with conductors regarding desired stage setups and communicate those plans to stage crews and venue staff.
- Plan orchestra setups, including instruments, seating, sound shields, and other staging elements, ensuring optimal working conditions for musicians.
- Arrange for truck rentals, transportation, and oversee safe storage of instruments and equipment.

- Maintain an up-to-date inventory of all orchestral equipment and instruments, ensuring proper care, maintenance, and repairs as needed.

### **Venue & Front of House Coordination**

- Act as the primary liaison with venues and performance spaces, resolving logistical issues such as staging, parking, lighting, and dressing room assignments.
- Work closely with the Director of Marketing and Patron Experience to ensure an exceptional patron experience, including lobby displays, ushers, security, and accessibility needs.
- Organize and oversee non-concert events such as donor receptions and special engagements as needed.

### **Stage & Crew Management**

- Supervise the Stage Manager and stagehands, ensuring efficient stage setups, smooth transitions, and adherence to safety protocols.
- Hire, train, and schedule stage personnel, maintaining a reliable pool of production staff for various events.
- Coordinate load-in and load-out schedules for all performance venues.
- Ensure appropriate working conditions for musicians, including temperature control, lighting, and safety measures.

### **Budgeting & Financial Oversight**

- Develop and monitor production budgets, ensuring all concert and event expenses align with financial planning.
- Maintain cost controls for rentals, stage personnel, and production expenses.
- Process payroll for stagehands and technical crews in coordination with the Financial Administrator.

### **Administrative & Contractual Compliance**

- Ensure compliance with collective bargaining agreements (AFM, IATSE, etc.), maintaining a positive and professional relationship with union representatives.
- Participate in collective bargaining negotiations as needed, researching issues and assessing the financial impact of proposed changes.
- Secure certificates of liability insurance for performance venues and ensure they are up-to-date.

- Maintain detailed records of production schedules, expenses, and technical requirements.
- Organize and obtain recordings of performances for archival and marketing purposes.

### **Qualifications & Requirements**

- Bachelor's degree in Arts Administration, Music Performance, Theater Arts, or a related field (or equivalent experience).
- Minimum of 3-5 years of professional production experience, preferably in an orchestral or performing arts environment.
- Strong knowledge of orchestral repertoire, stagecraft, and theatrical production.
- Experience with venue management, stage operations, sound reinforcement, and lighting design.
- Understanding of collective bargaining agreements and experience working with unionized personnel.
- Effective leadership and problem-solving skills, with the ability to handle high-pressure situations professionally.
- Strong budget management skills, including financial forecasting and cost control.
- Proficiency in Microsoft Office Suite and Google Workspace, and stage design/drafting software (preferred).
- Experience with OPAS (Orchestra Planning and Administration System) or similar management software is a plus.
- Ability to lift and transport equipment up to 50 lbs. and stand for extended periods.
- Valid driver's license and ability to drive a 26' cargo truck as needed.
- Availability to work evenings and weekends as required.

### **Application Process**

To apply, please submit a cover letter and resume with the subject line "**Operations Director**" to [hiring@chattanoogasympphony.org](mailto:hiring@chattanoogasympphony.org). Applications will be reviewed on a rolling basis until the position is filled.

### **About the Orchestra**

The mission of the Chattanooga Symphony & Opera is to inspire, engage, and enrich the greater Chattanooga community through music and music education.

**Note:** The Chattanooga Symphony and Opera reserves the right to revise this job description at any time. This document is not a contract for employment.