



BREMERTON SYMPHONY ASSOCIATION

POSITION DESCRIPTION

Title: Office & Operations Manager

Classification: Part-time, non-exempt

Hours: Tuesday-Thursday, 10AM-4PM plus 17 events (Oct-June)

Location: Bremerton plus local travel within Kitsap County

Compensation: \$15 per hour plus incentives

Reports To: Executive Director

Start date: ASAP

Mission: We unite and enrich West Sound communities by sharing a passion for live music, preserving artistic tradition, and supporting music education.

Vision: The West Sound will be an inspired community of supported and connected local arts and artists with opportunities for citizens of all ages to explore creativity and develop talent, and a dedicated home for music within a thriving local economy.

Values: We are committed to community, accessible education, creativity, and transformational music experiences, respectful, fair, and open communication and interaction, stewardship of resources and relationships.

Position Summary: The Office & Operations Manager is responsible for a wide range of administrative duties at Bremerton Symphony's office, located upstairs in the United Way building in downtown Bremerton. The Symphony's programs include Bremerton Symphony Orchestra, Chorale, and Youth Symphony. The office manager supports all these programs through day-to-day administration, ticketing, and marketing support. The position demands a highly motivated, organized, outgoing, self-starting individual, capable of working within sometimes ambiguous parameters, problem solving, and providing the highest possible level of service to Symphony artists, patrons, volunteers, staff, board, and donors.

Essential Duties and Responsibilities:

Office administration:

- Answer a multi-line phone, checking voicemail daily, and routing calls
- Anticipate and meet administrative needs of the Executive Director
- Frequent remote communication with ED during planned leave from mid-December through February or March.

- Process ticket orders including inbound/outbound sales and fulfillment.
- Generate donor acknowledgement letters weekly.
- Assist with planning and facilitation of two major fundraisers each year.
- Marketing support including MailChimp e-newsletter preparation from provided text and graphics.
- Distribute of press releases and input of events onto community calendars.
- Attend community events such as service clubs, Chamber, GreenDrinks, etc.
- Update organizational website via WordPress.
- Attend weekly staff meetings.
- Manage internal production schedule and alert ED to upcoming deadlines.
- Sales including ad and sponsorship follow up, invoicing, and lead generation, with pay incentives for new advertisers and sponsors.
- Membership program management including incentives for exceeding financial benchmarks.
- Personal interactions in our community and workplace aligned with Symphony values.
- Other duties as assigned.

Program support:

- Process program registrations and schedule auditions.
- Collecting tuition payments including inbound and outbound phone calls.
- Follow up with unpaid accounts including phone, e-mail, and letters.
- Anticipate and meet administrative needs of Music Directors.

Production support:

- Box office support during concerts and events including sales and will call.
- Coordinate concert and event volunteers.
- Manage, track, and properly file artist, venue, and vendor contracts.
- Track rehearsal rental hours used by all ensembles and initiate monthly rent check request.
- Occasional assistance backstage or with load in/out of concert equipment when needed.
- Coordinate and participate in production meetings with Stage Manager and Music Directors.
- Schedule piano tunings and instrument/equipment rentals when needed.

Desired Traits:

- Ability to work independently, with general direction.
- Passion for music and/or arts education.
- Outgoing personality and friendly demeanor.
- Highly organized.
- Commitment to Symphony mission, vision, and values.
- Local candidates within Kitsap County will be given priority.

Qualifications:

- General knowledge of music and arts education.
- Knowledge of and connections within the Kitsap community.
- Minimum of two years relevant experience - could include administrative, customer service, hospitality, or similar.
- Accuracy and high attention to detail.
- Communication skills: fluency in the English language, proper use of grammar and spelling, keen eye for proofreading and editing.
- Computer skills: advanced proficiency with Microsoft Word and Excel.
- Mathematical Skills: ability to calculate accurately figures and provide correct change during rapid transactions.
- Clear Washington State background and credit check.
- Ability to lift up to 40 pounds and transport heavy items safely utilizing moving equipment.

Work Environment and Conditions: Bremerton Symphony has a non-smoking office located in downtown Bremerton with provided nearby reserved parking. The noise level is low to moderate and there is very limited exposure to physical risk.

Conditions of Employment: Employment will be on an at-will basis and may be terminated at any time for any reason upon written notice. A performance review will be performed annually. Bremerton Symphony Association is an equal opportunity employer.

To Apply: Please send a resume and cover letter highlighting qualifications, relevant experience, plus availability and commitment to all 2018-19 concert dates and events to Executive Director Anna James Miller at amiller@bremertonsymphony.org - candidates will be reviewed on a rolling basis.