

# SEATTLE OPERA.

## **Operations Manager, Education & Community Engagement**

Seattle Opera is accepting applications for the position of Operations Manager. This full-time, exempt position reports to the Director of Education & Community Engagement.

DEPARTMENT: Education & Community Engagement

By drawing our community together and by offering opera's unique fusion of music and drama, Seattle Opera creates life-enhancing experiences that speak deeply to people's hearts and minds.

Seattle Opera's department of Education & Community Engagement enhances the company's mainstage productions with audience enrichment activities and encompasses company initiatives beyond the mainstage productions. The goal of the Education & Community Engagement department is to provide a relevant cultural service to communities throughout Washington State, including communities for whom opera has been largely irrelevant or inaccessible; to explore ways in which Seattle Opera can collaborate with cultural and community organizations throughout the region; and to advance the development of opera, exploring a variety of ways that the art form of opera can resonate powerfully with people of diverse backgrounds, ethnicities, ages, and interests. These programs are generally designed to engage individuals and groups in discovering and exploring the many facets of opera by reflecting and inspiring creativity, fostering lifelong learning, providing multiple entry points to the world of opera, and facilitating meaningful dialogue.

### **SCOPE & PRINCIPAL ACCOUNTABILITIES**

The Operations Manager, Education & Community Projects is responsible for creating, implementing, and overseeing the operations for Seattle Opera's community engagement and education programs to ensure that they run smoothly. These programs are generally designed to engage individuals and groups in discovering and exploring opera by inspiring creativity, fostering lifelong learning, providing multiple entry points to the world of opera, and facilitating in meaningful dialogue throughout our community.

The ideal individual will possess initiative, leadership, a collaborative spirit, excellent communication skills, and the ability to handle multiple programs and projects of varying natures simultaneously. Success in this role requires someone who is systematic, detail-oriented, and who can work in a self-directed manner.

### **DUTIES AND RESPONSIBILITIES**

This position is tasked to supervise the operations and implement systems to ensure all Education & Community Engagement events run smoothly.

***Ensure necessary resources and materials are available for events.***

- Create and implement systems to ensure program resources and materials are available for each event
- Attend programs and performances to provide logistic support, as needed
- Prepare support materials for programs
- Coordinate with venues to schedule rehearsals, performances, and events
- Review McCaw Hall event service orders to ensure accuracy Serve as liaison to venues

***Organize and schedule project personnel & participants with meaningful systems and clear communication.***

- Per the specifications provided by Learning & Engagement Managers or Director of Education & Community Engagement, coordinate Teaching Artist and Performing Artist assignments with clear and timely communication
- Collect time-sheets for part-time program support staff (e.g. Teaching Artists, Program Coordinators, Presenters), preparing and routing for appropriate signatures, and submitting to Finance Department
- As necessary and in collaboration with Learning & Engagement Managers, secure and contract consultants
- Schedule and oversee on-site volunteers and support staff for programs in locations such as community centers, schools, retirement communities, and Seattle Center
- Manage registrations for community engagement programs, coordinating with Ticketing Department, as needed
- Report registration progress to Learning & Engagement Managers
- Maintain regular communication with project participants to set expectations and provide them with information to help them prepare for meaningful participation
- Maintain project plans and lead project-related logistics meetings among key staff

***Track program-related finances, resources, and documentation***

- Maintain patron and program support records; creating lists and extractions
- Handle Accounts Payable/Receivable, in collaboration with Finance Department, for all program-related expenses
- Record and track program and project expenses
- Serve as key liaison with other departmental Tessitura users
- Meet regularly with Learning and Engagement Managers and Research & Data Analyst to ensure project expenses remain within approved budget

***Other duties as assigned***

- As the business evolves, so may this role. These duties may change as needs are identified.

**QUALIFICATIONS**

- Demonstrated success in creating and implementing efficient systems
- Bookkeeping and basic financial management
- Computer and Technology Proficiency, specifically:
- Proficiency with Microsoft Office Suite; Power Query/Power BI; and Tessitura CRM software

- Demonstrated success managing volunteers and staff
- Knowledge of opera and arts education
- Knowledge of, and sensitivity to, issues of equity, diversity, and inclusion
- Excellent communication skills (writing and speaking)

#### **SPECIAL REQUIREMENTS**

- Must be able to work nights and weekends
- Requires occasional six-day or seven-day workweeks and extended days during production periods
- Sitting and standing for extended periods of time
- Ability to operate a computer keyboard, mouse, and to handle other office equipment
- Must have reliable form of transportation and a valid driver license
- Position requires incumbent to lift 30 lbs. or more with or without assistance

#### **COMPENSATION**

Salary DOE. Seattle Opera offers a generous benefit package including medical, dental, life and disability insurance, as well as free parking. Seattle Opera is an equal opportunity employer.

#### **HOW TO APPLY**

Please forward a resume and cover letter denoting the position of interest in the subject line to the Human Resources Department at [jobs@seattleopera.org](mailto:jobs@seattleopera.org). No phone calls, please.