

# OPERATIONS MANAGER

## ABOUT THE SSO

For nearly five decades, the Sudbury Symphony Orchestra (SSO) has been a cornerstone of Greater Sudbury's cultural landscape, inspiring audiences with dynamic performances and fostering a deep appreciation for orchestral music. As a regional semi-professional orchestra, the SSO is dedicated to enriching the community through accessible, high-quality musical experiences.

Each season, the SSO presents a diverse five-concert subscription series alongside a Matinée Series, Chamber Series and special performances—totaling over 16 concerts annually. The organization also operates the Sudbury Symphony Music Conservatory, providing high-caliber musical training through lessons, classes, workshops and outreach activities.

Led by our new Artistic Director, William Rowson, the SSO is poised for an exciting new chapter, embracing an expansive artistic vision.

## POSITION SUMMARY

The SSO is seeking a dedicated and detail-oriented **Operations Manager** to oversee daily administrative and logistical operations. This is an exciting opportunity for a motivated arts administrator who is passionate about supporting the performing arts and eager to develop their leadership skills within a dynamic team.

Reporting to the **Executive Director (ED)**, the **Operations Manager (OM)** plays a vital role in ensuring the efficient functioning of the organization. This position encompasses office administration, concert and rehearsal logistics, financial management, box office operations, fundraising and marketing support, and conservatory management. The OM collaborates closely with various team members, including the **Artistic Director (AD)**, **Personnel Manager**, **Production Coordinator**, **Education**, and other staff and volunteers. The role requires flexibility, including occasional evening and weekend hours to support concerts and rehearsals.

## RESPONSIBILITIES

### OFFICE OPERATIONS

- Manage daily administrative tasks, including handling correspondence, scheduling meetings, and maintaining office equipment and inventory.
- Ensure compliance with licensing requirements for gaming and fundraising activities.

- Provide administrative support for SSO staff, committees, and special projects as needed.
- Oversee volunteer coordination, including scheduling, supervision, and tracking hours.

## **REHEARSAL AND PERFORMANCE LOGISTICS**

The Operations Manager supports comprehensive performance and rehearsal logistics:

- Collaborate with the Part-Time Production Coordinator to ensure seamless event execution.
- Assist in venue booking and confirmation for concerts and rehearsals.
- Support the **Personnel Manager** and **Artistic Director** in communicating schedules and expectations to musicians and stakeholders.
- Support the Personnel Manager with record keeping, preparing necessary documents, and booking hotels if necessary.
- Be available for concert and rehearsal duties, including evenings and weekends as necessary.

## **FINANCE MANAGEMENT AND REPORTING**

- Oversee daily financial transactions, including processing payments, issuing receipts, and making deposits.
- Manage accounts payable, tracking invoices and coordinating with the bookkeeper.
- Work with the **Executive Director** to monitor revenue and expenses.

## **BOX OFFICE MANAGEMENT**

- Operate and manage the **AudienceView** ticketing system and database, including
- Handle ticketing inquiries, subscription sales, special discounted and complimentary tickets, and customer service.
- Manage in-person box office operations at performances.
- Process ticket sales via phone, email, and in person.

## **FUNDRAISING & MARKETING SUPPORT**

- Assist in coordinating fundraising events and donor recognition activities.
- Maintain accurate donor records and recognition materials (ie. program books, website lists).
- Track sponsor/donor benefits and ensure delivery of the same.
- Support the development of promotional materials, including program books, posters, and digital content, utilizing templates;
- Help execute marketing and communications strategies through social media, segmented email, newsletters, and website updates.

## **STRATEGIC SUPPORT**

- Assist the Executive Director with the tracking and reporting of Key Performance Indicators;
- Support musician recruitment efforts, including record-keeping and audition logistics.
- Engage in continuous learning and contribute to organizational improvements.

## **CONSERVATORY ADMINISTRATION**

- Manage **student registrations, lesson scheduling, and tuition payments.**
- Oversee faculty payroll and expenses.
- Communicate as necessary with students, teachers, and community members.

## QUALIFICATIONS

- Strong administrative and organizational skills, with a keen eye for detail.
- Proficiency in **Microsoft Office Suite, Google Workspace,**
- Proficiency in email and **CRM/ticketing platforms** (e.g., AudienceView) an asset.
- Exceptional customer service and interpersonal skills.
- Ability to manage multiple projects efficiently and adapt to a fast-paced environment.
- Strong financial literacy, including experience processing payments and managing invoices.
- Interest in arts administration and nonprofit management.
- **Experience with automation tools and AI-driven efficiencies** is a plus.
- **Bilingualism (French-English) is an asset.**
- Experience working in a **nonprofit or arts organization** is preferred.

## COMPENSATION & WORK CONDITIONS

- **Salary range:** \$45,000-50,000 per year
- **Location:** Flexible workplace policy; majority of work based at SSO Offices (96 Larch Street, Sudbury)
- **Vacation:** 12 days annually, plus 3 additional paid days during December holiday closure
- **Wellness:** 1 wellness day per month
- **Benefits:** Health and benefits plan provided

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## APPLICATION DETAILS

- Please send resume and cover letter to [info@sudburysymphony.com](mailto:info@sudburysymphony.com) with Operations Manager in the email subject line
- **Deadline to apply:** April 1, 2025, at 10:00 AM ET
- **Start date:** Mid-April 2025

The SSO sincerely thanks all applicants for their interest; however, only those selected for an interview will be contacted.

This opportunity is proudly supported by Northern Ontario Heritage Fund Corporation and is funded through the Workforce Development Program. Eligibility requirements of the program can be found here:

<https://nohfc.ca/en/pages/programs/people-talent-program/workforce-development-stream>

