



**JOB POSTING:** Operations Administrator, Full-time

**DESCRIPTION**

For over 70 years, Kitchener-Waterloo Symphony has brought joy, inspiration and a sense of belonging to the Waterloo Region through our various concert series, education and community programs initiatives. We are looking for an energetic, detail-oriented person who will foster an environment where artists and musicians can perform at their highest level.

The Operations Administrator reports to the Director of Operations and is an integral member of the Operations team, providing overall administrative support for both orchestra and building operations. The successful candidate will be a self-motivated meticulous individual who can work both independently and in collaboration with others.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Works closely with the Orchestra Operations Manager to provide guest artist administration, communicating / coordinating with artists' agents the requirements of artist contracts and implementing those requirements
- Manages the Music Director schedule
- Researches and books all artists' travel, accommodations, and hospitality
- Provides administrative assistance for all orchestra auditions to include email correspondence, catering requirements and assistance with music preparation
- Assists with all Guest Artist and Sale of Service contracts, ensuring that they are signed, filed and tracked
- Monitors work on Program Memos
- Prepares and distributes the concert duty schedule each month
- Provides administrative assistance to the Music Library, taking delivery of and tracking incoming music, packing and shipping outgoing music, maintaining shipping records, checking incoming and outgoing performance materials for condition and completeness and ensuring prompt return of rented or borrowed materials
- Prepares invoices for approval; assist with month-end close for the department
- Completes credit card reconciliation and cheque requisitions for the department
- Prepares and develops Orchestra Planning and Administration System (OPAS) reports as needed
- Distributes orchestra paystubs biweekly
- Works with the Personnel Manager to prepare and distribute the Tuesday Memo to all staff and orchestra
- Acts as Manager on Duty for assigned orchestra performances/events
- Provides administrative assistance for Operations staff as needed
- Coordinates the hiring, scheduling and pay sheets for Conrad Centre for the Performing Arts (CCPA) Front of House, Back of House, and Maintenance/Housekeeping Staff
- Coordinates Health and Safety Committee meetings, agendas and minutes
- Monitors and tracks all staff training records

- Maintains the building schedule in OPAS for overall use
- Prepares and develops OPAS reports for building operations as needed
- Manages all routine interface with rental clients regarding rental requirements
- Assists the public with all inquiries relating to CCPA
- Assists with invoicing for performances in CCPA in conjunction with rentals
- Acts as Manager on Duty for assigned building performances/events

#### **EXPERIENCE/PERSONAL ATTRIBUTES**

- University degree or equivalent
- Demonstrated administrative experience
- Strong communication and organizational skills
- Capable of exercising independent judgement and flexibility
- Proficiency with MS Office (Word, Excel, PowerPoint)
- Flexibility to work some events and weekends
- Experience in the performing arts, especially theatre or classical music, would be an asset

#### **APPLICATION PROCESS**

This position will remain open until filled; however, interviews will be conducted on an ongoing basis. Interested candidates should submit a resume and cover letter by November 6, 2017 to:

Laurie Castello  
Director of Operations, Education and Community Programs  
[lcastello@kwsymphony.on.ca](mailto:lcastello@kwsymphony.on.ca)

The KWS is committed to providing accommodations for people with disabilities. Accommodations will be provided in all parts of the hiring process as required under KWS's Recruitment Policy. Applicants are asked to make their needs known in advance, at the time of application.