

## Deputy Director of Operations at Nichols Concert Hall

### Position Description

The Deputy Director of Operations executes the daily tasks associated with the operation of at Nichols Concert Hall (NCH), a premier 550-seat performance space in downtown Evanston, as well as a 125-seat black box theater. The primary activities of the hall are renting the space to outside musicians, ensembles, and organizations for concerts, recording sessions, lectures, film screenings, and meetings; producing recitals, master classes, and related events for Music Institute of Chicago students and faculty, and producing the Music Institute of Chicago concert series.

### Essential duties and responsibilities

#### ADMINISTRATION

- Process inquiries and internal booking-forms,
- Arrange site-visits for rental clients.
- Manage monthly venue calendars.
- Train and manage part-time hall staff and deploy as necessary in all aspects of operations, including A/V and streaming systems and event management.
- Maintain online staffing calendar and handbook; submit bi-monthly staff payroll; cover part-time shifts as needed
- Maintain accurate records on staffing, concert attendance, and ticket sales.
- Track supply inventory and re-order when necessary
- Submit program reports to ASCAP and BMI
- Order music and distribute parts when necessary

#### VENUE OPERATIONS

- Organize and assign part-time hall staff for various roles, including stage management, front of house services, audio/visual set-up, and operation.
- Assist as needed with all aspects of operations, including preparation for events, front of house and backstage duties, movement of instruments and equipment, ensuring excellent customer service and venue safety.
- Identify and document emerging maintenance issues.
- Coordinate with vendors and/or Development Department on receptions and other events to ensure smooth operations.
- Maintain, set-up, and operate Audio/Visual and livestreaming systems as needed.
- Manage box office services, including ticketing software platform and its interface with the MIC website; process phone and online ticket sales, update box office hotline, facilitate group sales, comp tickets.

## Qualifications

- Bachelor's Degree
- 3-5 years' experience in event management

## Competencies

- Proficiency in Microsoft Office Suite
- Excellent communication and collaboration skills
- Excellent organizational skills
- Excellent customer service skills
- Basic knowledge of Classical and other genres of music
- Ability to multi-task
- Ability to lift and relocate musical instruments and other production equipment

## Other Desirable Qualities

- Flexible and adaptable style
- Positive spirit and energy
- A good sense of humor

## COVID-19 Vaccination Notice

All in-person employees of the Music Institute of Chicago must show proof of Covid-19 vaccination, including a booster shot.

## To Apply

Applicants should submit a cover letter including salary requirements, resume, and a writing sample. Please send all correspondence to [mgeorge@musicinst.org](mailto:mgeorge@musicinst.org). MIC welcomes candidate inquiries and referrals.

The Music Institute of Chicago has a casual yet professional work environment and is conveniently headquartered in downtown Evanston, close to public transportation – CTA, Metra, and PACE. Salary and benefits are offered commensurate with experience.

## **About the Music Institute of Chicago**

For 90 years, the Music Institute of Chicago (MIC) has been transforming lives through quality, accessible music education. As one of the largest and most respected community music schools in the nation, we are dedicated to sharing our love of music with the next generation and to cultivating musical ability and appreciation in people of all levels, backgrounds, and interests.

MIC harnesses the power of music to educate and inspire through its Community Music School, which provides comprehensive private and group music education to 2,000+ children and adults annually; the Academy, a nationally recognized training center for pre-college pianists and string players; Nichols Concert Hall, a state-of-the-art 550-seat performance space hosting 15,000 individuals annually for workshops and master classes, and performances; and community engagement programs and Music as Service, which create equitable access to music education for under-resourced communities.

## **Statement of Non-Discrimination**

The Music Institute of Chicago is an equal opportunity employer, committed to diversity and inclusion in the workplace. We adopt employment policies that advance our vision of a workplace culture where employees are valued for their unique perspectives and participation in the activities and operations of the institution.

The Music Institute of Chicago makes hiring decisions based solely on qualifications, merit, and business, artistic, and pedagogical needs at the time, and prohibits discrimination and harassment based on race, color, religious creed, gender, sexual orientation, parental status, national origin, citizenship, ancestry, marital status, military discharge status, source of income, housing status, age, or disability. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, transfer, and other privileges of employment.