

The Jackson Symphony – Jackson, Tennessee

DIRECTOR OF OPERATIONS

Job Description

Title: Director of Operations

Status: Full-Time, Exempt

Reports To: Executive Director; Music Director & Conductor

Supervises: Personnel Manager, Librarian, Stage Manager, Production Staff

Key Internal Relationships: Executive Director, Music Director/Conductor, Artistic Advisory Committee, Director of The Jackson Symphony Music Academy (JSMA), Administrative Staff

Key External Relationships: Guest artists and managers, venue partners, touring partners, production vendors, community partners

POSITION SUMMARY

The Director of Operations (DO) is a senior member of The Jackson Symphony leadership team and is responsible for the planning, scheduling, and production of all artistic and organizational events—including concerts, rehearsals, run-outs, tours, recordings, education programs, community engagements, and special projects.

The DO is a strategic thinker, clear communicator, and detail-oriented planner with deep understanding of orchestral operations. This position plays a central role in enabling artistic excellence, operational efficiency, and meaningful community impact.

The ideal candidate:

- Questions the status quo and seeks continuous improvement.
 - Uses critical thinking, flexibility, and accountability in all decisions.
 - Initiates conversations about the future and the Symphony's role in serving socially, economically, and culturally diverse communities.
 - Excels at organization, numbers, analysis, logistics, and long-range planning.
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RESPONSIBILITIES

I. Planning, Execution & Anticipation

1. Develop and execute all operations across the organization.
2. Create and manage annual concert, production, and program budgets in partnership with the Executive Director and Music Director.
3. Lead long-term operational planning, including maintenance, repair, and replacement of technical and production assets.

4. Develop, maintain, and distribute comprehensive performance and rehearsal schedules for all programming—mainstage concerts, community concerts, JSMA activities, regional programs, and touring.
 5. Actively pursue partnerships with mission-aligned organizations to support program expansion, diverse audience engagement, and community inclusivity.
 6. Communicate with all internal and external partners to ensure timely responses to programming, scheduling, and technical deadlines.
 7. Coordinate artist involvement in marketing, promotional, and digital content activities; secure music rights and media approvals as needed.
 8. Maintain constant environmental awareness—monitoring trends, challenges, and opportunities across industries and communities.
 9. Incorporate regional calendars and local data into long-term planning to avoid conflicts and maximize impact.
 10. Monitor operational processes and implement improvements when appropriate.
 11. Utilize scenario planning to anticipate challenges and ensure readiness for unexpected changes.
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II. Concert Production, Operations & Logistics

12. Oversee all backstage and production operations for concerts, rehearsals, and events.
 13. Coordinate closely with Box Office, Marketing, FOH, concessions, hospitality, security, venue engineering, and parking teams.
 14. Maintain strong relationships with Carl Perkins Civic Center, The Ned, The AMP, churches, schools, and other regional venues.
 15. Ensure compliance with regulatory requirements, safety codes, TJS policies, and Musician Handbook standards (including temperature control and sound shield placement).
 16. Oversee all production needs, including equipment rentals, staging, transportation, and venue logistics.
 17. Develop and manage the orchestra's production schedule to support artistic goals while maximizing financial efficiency.
 18. Plan orchestra setups for all services in collaboration with the Music Director, Librarian, and Principal Musicians; supervise Stage Manager execution.
 19. Assist the Stage Manager with on-site logistical support for rehearsals and concerts when needed.
 20. Coordinate production requirements for broadcasts, recordings, and livestreams.
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III. Guest Artist Relations

1. Communicate regularly with guest artists and managers to ensure timely responses and clarity on schedules, technical needs, and safety.
 2. Arrange all hospitality, including lodging, local transportation, catering, and backstage support.
 3. Review, negotiate, and execute artist contracts and technical riders for cost containment and feasibility.
 4. Ensure compliance with all guest artist agreements; oversee payment of all artist fees and service-related compensation.
 5. Manage logistics for tours, run outs, and regional engagements, including coordination with partner presenters.
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IV. Collaboration with Personnel Manager (PM)

1. Assist with onsite operations during orchestra auditions (check-in, logistics).
 2. Secure audition sites and manage audition-day scheduling.
 3. Serve as timekeeper at rehearsals and performances.
 4. Record attendance and communicate service-related updates.
 5. Make required announcements at the start of services.
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V. Organizational Leadership & Cross-Departmental Support

- Serve as the central liaison between administrative staff, musicians, stage crew, guest artists, venues, and vendors.
 - Support education and community engagement operations, including Regional Music Centers, Music & Healing initiatives, school concerts, workshops, community concerts, and pop-up performances.
 - Contribute to season planning and artistic development with strategic, budget-conscious operational insight.
 - Oversee and maintain production equipment inventory, storage, repairs, and long-term asset planning.
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QUALIFICATIONS

- Bachelor's degree required; master's degree in music, arts administration, or related field preferred.
 - Professional experience in orchestra operations or concert production preferred.
 - Strong working knowledge of orchestral repertoire, production protocols, and union or non-union musician management.
 - Exceptional organizational, analytical, and project management skills.
 - Experience creating and managing budgets and financial projections.
 - Excellent communication, diplomacy, leadership, and problem-solving abilities.
 - Ability to work evenings and weekends for rehearsals, concerts, and events.
 - Valid driver's license; ability to lift and move equipment as required.
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CORE COMPETENCIES

- Strategic planning and operational foresight
- Clear and consistent communication
- Calm leadership under pressure
- Creative problem solving
- High attention to detail
- Commitment to artistic excellence and community engagement