



FCC Operations Manager – Position Description (June 15, 2019)

Come join our dynamic choral organization! The Fairfield County Chorale, Inc. ("FCC" or "Chorale") is currently seeking applicants for the role of FCC Operations Manager.

The FCC is a critically acclaimed non-professional chorus, now in its 56th year of presenting great choral works in southwestern Connecticut. We perform a broad range of choral music for the benefit of the community to champion the appreciation of excellence in choral literature. Applicants for the role of FCC Operations Manager should possess strong communication skills, have demonstrated project management experience, possess the ability to professionally interact and collaborate with our Board of Directors, leadership team, Music Director, musicians, volunteer groups, and with other organizations. The ideal candidate will also have some non-profit grant writing expertise and a passion for choral music and community arts programs. This position reports to the FCC President as directed by the FCC Board of Directors.

The FCC Operations Manager will execute the administrative functions of the Chorale in a manner which assures both the reputational integrity of the FCC and supports an effective framework for rehearsals and concerts, and will support all FCC volunteer committees including finance, fundraising, music, tickets, program ads etc., working to ensure necessary and timely communications and coordinated alignment of objectives among the various groups. Given the variability of skillsets among volunteer leaders, the functions required of the FCC Operations Manager may vary in any given year between direct responsibility and interface/coordination/quality control in partnership with the volunteers. The balance of responsibilities should be reviewed periodically (but no less frequently than annually) so those responsibilities are clearly established for all parties and expectations are managed appropriately. The job is envisioned to require a time commitment of 60 hours per month, with greater time demands during peak season associated with concert operations and performances, and with minimal summer activity required beyond oversight of FCC mail and messages to ensure responsiveness to FCC donors and stakeholders, and operational planning for the subsequent concert season.

Specific duties include, but are not exclusively limited to, the following areas:

- **Facilities:** Support established schedule of concerts and dress rehearsals as requested by FCC Music Director and Board with Norwalk City Hall (NCH), and with other community churches (e.g., First Church Congregational) for holiday and weekend rehearsals. Arrange for provisioning of required space for board meetings, receptions, committee meetings and other FCC activities. Interface with Norwalk mayor's office, city clerk, building management, security, and housekeeping to maintain and protect FCC's level of privileges. Work with NCH to ensure that facilities are sufficiently functional for FCC purposes. Work with police and fire departments to arrange for the necessary permits or waivers for concerts. Coordinate concert administration including facilities, front of house, police and fire (if required), concert layout & clean up.
- **Support for Music Director & Stage Management:** Oversee soloists' arrangements including payments, communications, transport (local and air, rail etc.) & hospitality. Support Music Director's requirements, including any last-minute requests. Handle negotiations with musicians, as well as contractors for pickup orchestras, individual instrumentalists, soloists and composers as required. Handle negotiations with collaborative organizations. Partner with the stage manager and the Music Director to develop stage layout and lighting and set-up and tear-down (using contractors if necessary) for concerts at NCH and at other venues. Arrange / operate house & stage lighting. Arrange for transportation and set-up at locations other than NCH.
- **Operations:** Ensure that FCC equipment is properly maintained and, in particular, review its condition after use by other groups. If necessary, supervise such use. Provide input to FCC operational budget to account for office, publicity, and concert-related expenses. Identify and gain approval for unforeseen budget items or exposures outside of line item budget. Manage the office of the Chorale by promptly responding to mail, voice and email, and donor-related communications. Refer ticket orders which come in to the office to Ticket Committee for prompt fulfillment. Assure timely delivery of invoices to treasurer. Provide support for FCC bulk mailings. Oversee and maintain required insurance coverage(s) and provide coverage documentation for venues. Maintain records for matching donation documentation. Coordinate with the Advertising & Marketing volunteer teams to support execution of all external communications, and provide support for tracking of joint annual plan including dates and responsibilities. Provide support for arrangements for printing of and distribution of publicity materials, as required by the Marketing/Advertising volunteer teams. Provide support to maintain up-to-date contact data for media outlets and major donors.
- **Fundraising & Grant Support:** Oversee grant applications to secure grants and endowments from government and private sources. Maintain master schedule of ongoing or potential grants or funding opportunities. Maintain



master library of grant application content to ensure narrative consistency. Support FCC fundraising committees in identification and pursuit of corporate or private donors.

- **Meeting Attendance & Reporting:** Attend all Board of Directors monthly meetings during the season and provide a written and oral status update of activities and projects determined to be relevant. Attend the Board of Directors Summer Strategy Session with the objective of understanding areas of primary focus for the Board, Music Director and volunteer committees for the upcoming season and identifying opportunities for supporting those areas throughout the season. In addition, the OM is required to attend at least one FCC rehearsal each month in order to become familiar with our membership and their needs.

In order to fulfill the above responsibilities, the successful candidate must have a valid driver's license and access to, or ownership of a vehicle whenever needed.