



Operations Manager Job Description

This position will report directly to the Executive Director for the Heartland Men's Chorus Kansas City. The Operations Manager will primarily provide support for the Chorus office, operations, data and information, customer service, and administrative support the Executive Director.

Essential Functions

- Manage Chorus files, paper and electronic systems, including their security, back-up and disposal
- Manage and maintain regular communications of the calendar/schedule for the Chorus and staff, including timelines, events, and deadlines
- Create and distribute correspondence from the Chorus, for/from the Executive Director and other staff
- Supervise the check-in and check-out of singers, patrons and others during Chorus events, and other occasions as needed, including pre- and post-concert events
- Manage the Chorus's business operations, while also serving as a liaison between staff, Chorus and volunteers and patrons at concerts and events
- Attend all Chorus rehearsals and concerts, unless excused in advance
- Manage merchandise sales, including in-person, mail, internet, and other opportunities for such sales
- Efficiently manage the collection, organization and archival management of music and Chorus items such as programs, marketing items, etc., as directed
- Assist the Executive Director with donor relations and maintaining sponsor contracts
- Assist patrons with questions and requests related to ticket sales including subscriptions and individual sales, and,
- Assist the Artistic Director, as needed and directed.

Job Qualifications

Minimum Qualifications

- Strong technical/computer skills including Microsoft Office, (Word, PowerPoint, Excel, etc.) database experience, Quick Books, and Google Docs
- Excellent interpersonal and communication skills to serve as the first point of contact for incoming phone calls, general email inquiries, office visitors, etc.
- Ability to quickly learn new systems and programs including Box Office point of sale, Chorus Connection, Audience View Professional, website, etc.
- Ability to handle all accounts payable and receivable transactions for the Chorus
- Exceptional attention to detail and be highly organized
- Is self-motivated, able to work without direct supervision, is an active participant for change management

Preferred Qualifications

- Office management experience or previous work in a not-for-profit organization,
- Proof-reading and copy-editing experience,
- Fundraising and event planning experience

Position Details

This is a half-time salaried position, with frequent evening and weekend commitments.

Benefits include paid holidays, paid culture days, and mobile phone stipend.

The Heartland Men's Chorus Kansas City has an unwavering commitment to diversity and inclusion, with the aim that all our people have a full sense of belonging within our organization.

HMCKC is a proud equal opportunity employer. We believe that no one should be discriminated against because of their age, disability, race, ethnicity, gender, gender identity and expression, religion or sexual orientation.