



## Operations Manager

### About the Position

ROCO Chamber Orchestra is seeking a part-time Operations Manager. This position is both internally and externally focused. The Operations Manager oversees the day-to-day administrative functions of the office and works directly with the whole ROCO team as well as ROCO patrons managing all front-line interactions relating to ticketing and general communications. The ideal candidate is business-minded, experienced in office management and customer service, and wants to help ROCO push the boundaries of what a performing arts organization can be.

### About ROCO

ROCO is a dynamic and innovative chamber orchestra that flexes from 1 to 40 professional musicians from all over the US and Canada, with guest artists from around the world, producing several concerts and programs annually:

- Albert & Margaret Alkek Foundation In Concert Series: Full 40-piece chamber orchestra
- Connections Series: Site-specific collaborative chamber concerts
- Unchambered Series: Chamber concerts curated by individual ROCO musicians
- ROCORooters: Childcare and music education program that runs in tandem with some Albert & Margaret Alkek In Concert performances
- ROCO on the Go: QR codes placed in parks, hospitals, and museums linking to curated playlists
- ROCO concerts are livestreamed and available for on-demand viewing for free

ROCO is changing how we experience classical music. Our people-centered performances open doors to discover and deepen connections among musicians and listeners. ROCO shapes the future of classical music by investing in living composers, bringing new works alongside classics in unexpected ways, invigorating musicians, and providing unparalleled access to astounding moments in musical community.

### Core Responsibilities

- Bookkeeping & Finance
  - Routine data entry into the accounting system; managing accounts payable and receivable
  - Process donations and ticket sales in the CRM database (PatronManager)
  - Work in partnership with contract accountants on monthly and annual financial close-outs
  - Support the Managing Director in managing the budget and ongoing forecasts throughout the fiscal year



- Office Management
  - Primary point of contact for general inquiries via phone and email
  - Maintain office supplies and manage services with external vendors
  - Send communications, coordinate logistics, attend, and take minutes for board meetings
  - Provide support to senior staff on special projects
- Ticketing & Patron Support
  - Primary point of contact for subscription and ticket holders via phone and email
  - Managing ticket/subscription sales, door lists, preparing tickets, and managing online ticket sales pages
    - Note: ROCO offers a pay-what-you-wish ticketing model for most concerts
  - Oversee box office and front-of-house operations at all Albert and Margaret Alkek Foundation In Concert Series performances and some other performances as needed
  - Coordinate with external partners and venues on ticketing, door lists, and program registrations
  - Provide support to the Director of Development on running reports in the database, donor communications, and planning stewardship events

## Skills & Qualifications

- **Required**
  - Proficiency with QuickBooks Online or similar accounting systems
  - Experience with PatronManager, Salesforce, or similar sales/fundraising CRM database systems
  - Minimum of two years' experience in operations/office management, customer service, and/or database administration
- **Preferred but not required**
  - Working knowledge of nonprofit-specific accounting and fundraising practices
  - Familiarity with nonprofit and/or performing arts administration operations
  - Prior box office/ticket sales and/or front-of-house experience

## Desired Attributes

- Proven ability to manage multiple projects simultaneously
- Excellent written and oral communication and customer service skills
- Solutions-oriented and able to quickly problem solve in the moment
- Highly detail-oriented and expertly organized
- Self-starter with a teamwork mentality
- Technologically savvy



## Hours and Compensation

- Part-time, non-exempt employee, working an average of 20-25 hours per week, occasionally variable due to concert performance schedule
- In-person work 3-4 days per week during typical business hours is *required* in order to support administrative operations within the office. (ROCO's office is located in the Greenway/Upper Kirby neighborhood.)
- Must be available for some evenings and weekends to meet the demands of a busy performing arts production schedule
  - Required to run front-of-house ticketing and attend all In Concert performances and some additional concerts and programs (2024-2025 schedule may be viewed [HERE](#))
- The position is paid hourly. Currently budgeted for \$20 - \$25 per hour, commensurate with experience.
- Reports to the Managing Director
- Exceptionally generous paid time off and holidays

ROCO is a vibrant and growing nonprofit with a small staff living within the organization's core values daily. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills, building an employee experience that includes appreciation, belonging, growth, and purpose for everyone. ROCO operates as a team, and the organizational culture is highly collaborative: all members' thoughts, ideas, and opinions are valued and encouraged. All are invested in pushing ROCO forward and finding new and better ways to serve the community through music.

## Submit application materials in confidence to:

[jobs@roco.org](mailto:jobs@roco.org)

Attn: Amy Gibbs, Managing Director

Subject Line: ROCO Operations Manager – [YOUR NAME]

No phone calls, please

Interested candidates are invited to **submit a resume and cover letter** outlining their prior experience and interest in the position. Please combine the cover letter and resume into one PDF document. Applications *without* a cover letter will NOT be considered.

The position will remain open, and applications will be considered until the position is filled. The start date is on or after January 15, 2025.