



Assistant Director of Operations
Reports to Director of Operations

Position Summary

The Assistant Director of Operations is one of the key supporting administrators for Groton Hill Music Center, responsible for education events, rentals, hospitality operations, facilities, and in-department financial tracking. The Assistant Director of Operations helps in supervising a team of full-time employees and numerous part-time and overhire workers and acts as the primary operational liaison to internal departments.

Duties and Responsibilities

Management

- Assist in day-to-day management of full-time professional, part-time, and overhire employees.
- Collaborate with the Director of Operations to create, maintain, and update job descriptions and SOP documents.
- Track and reconcile event labor, equipment usage, and finances, along with the Finance department.
- Facilitate and advise on the planning and execution of professional performances, educational events and programming, rentals, recitals, and other programming at Groton Hill Music Center.
- Utilize Google Workspace, Airtable, and Asana to track projects, routine and mission-critical maintenance, equipment and labor schedules.

Administration

- Help to create and maintain Operations department documents, policies, and records, including a facility handbook, renter's guide, yearly maintenance schedule, and other documents as the need arises.
- Serve as primary administrator for the Operations department, supervising payroll approvals, accounts payable tracking, support ticket requests, rental contracting, hospitality schedules, and purchasing.
- Ensure that all events are represented in the building management system as well as in the operations database.

- With the Facilities Manager, manage contracts and service agreements with facilities vendors.
- Administer and track contract life cycle with performers, vendors, and performance technology contractors.
- Perform other duties as assigned and deemed necessary to the success of the mission of Groton Hill Music Center.

Operations

- Supervise in-person event operations for 30-50% of events, including oversight and assistance of hospitality, box office, production, facilities, and front-of-house for performances and other events, ensuring that all artists, patrons, and guests receive extraordinary service.
- Participate in all-hands-on-deck style work where required. This includes AV & lighting production, facilities, moving/loading, and stage setups/breakdowns. This is not a white glove role.
- Assist with staff-facing communications and policies for the organization, as it pertains to operations.
- Assist in the comprehensive calendaring for the facility, including the maintenance, repair, and renovation of all facilities, grounds, and equipment.
- Collaborate with the CEO, Director of Operations, Facilities Manager, and other stakeholders to ensure facilities are stewarded to the highest level of quality.

Production

- Assist in advancing production needs for upcoming rentals, education events, and community performances.
- Assist in maintenance and operations of performance technology systems throughout the facility; including rigging (Wenger/Clancy), lighting (ETC), audio (d&b, Yamaha, Digico), and video (AJA/BM)

Requirements

Qualifications and Experience

Minimum 5 years experience in a performing arts or arts education-focused organization. Experience leading and managing full- and part-time staff required. Position requires the ability to consistently move about the 126,000 sq ft facility for 8-12 hours at a time, and raise and transport up to fifty pounds.

This is a full-time in-person, exempt position that will require some nights and weekends.

HOW TO APPLY

Please submit a cover letter and resume to Matt Malikowski, Director of Operations, at mmalikowski@grotonhill.org.

Submissions without a cover letter and salary requirements will not be considered.

ABOUT GROTON HILL MUSIC CENTER

Now in its 38th year, Groton Hill Music is a thriving regional non-profit center for music education, performance, and community engagement. One of only a few organizations in the U.S. that combines a music school, professional symphony orchestra, diverse concert series featuring high-quality touring artists, and high-impact music philanthropy, Groton Hill Music currently serves thousands of music lovers in our region and beyond. We believe that music inspires both our hearts and minds, encourages the growth of the whole person, and is integral to the lives of everyone we serve. Our mission is to share the transformative power of music, through teaching and performing, and giving music generously when there is need.

Groton Hill Music Center includes a 1,000-seat concert hall; a 300-seat concert hall; associated amenities; 35 rehearsal, teaching, ensemble, and community spaces; state-of-the-art acoustics; dynamic architecture; and lawn seating for outdoor concerts. Groton Hill Music is a regional gathering place for the highest quality music education programs and professional performances in all genres of music.

Groton Hill Music does not discriminate on the basis of race, color, religion, gender, gender identification, sexual orientation, national origin, citizenship, ancestry, age, mental or physical disability, veteran status, or any other category protected under applicable law in its admissions, educational programs, activities, or employment policies.

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