



October 2025

POSITION OPENING: **OFFICE & OPERATIONS MANAGER**

ChamberFest Cleveland (CFC) presents a world-class intensive summer chamber music festival that features internationally renowned musicians, explores unique and immersive thematic programming, and creates original, engaging musical experiences for its audiences. This annual festival, held in June of each year, nurtures and enriches classical music in our community and strengthens bonds between musicians and audiences.

The festival has enjoyed impressive growth since its founding in 2011. It has attracted top talent from the international chamber music circuit, developed a large and enthusiastic audience, and received critical acclaim nationally. CFC operates with a balanced budget and has accrued a cash reserve.

POSITION DESCRIPTION

The Office & Operations Manager reports to and serves as deputy to the Executive Director to ensure an efficient administrative office that fosters excellent customer service. Working in close partnership with the administrative and artistic personnel, this position carries out the day-to-day tasks in several key areas including, but not limited to, Office and Business Administration, Development and Marketing, and Artistic Operations. They will act as a team player and serve the institution, its Board of Directors, volunteers, Artistic Directors, and other personnel in a professional and positive demeanor. The Office & Operations Manager is accountable for accuracy and timeliness in the execution of the duties below.

RESPONSIBILITIES

OFFICE AND BUSINESS ADMINISTRATION:

- Manage office and equipment supplies.
- Handle vendor communications and accounts.
- Assist with Board communications, meeting preparation, and meetings.
- Maintain schedules and organizational systems as necessary.
- Support financial administration as needed.
- Manage accurate filing systems, including OneDrive.

DEVELOPMENT AND MARKETING:

- Oversee and maintain Patron Manager/Patron Mail database.
 - Produce mail and email lists for marketing and fundraising purposes.
 - Generate data-driven reports on sales/gifts/other as needed.
- Coordinate production of annual fund campaigns.
 - Produce letters and related materials to targeted donor segments.
 - Enter and acknowledge gifts of contributed income.
 - Maintain accurate donor records.
- Assist with donor cultivation and community engagement events as needed.

- Participate in marketing initiatives as directed. Assist with publications, advertising placements, website updates, and e-blast communications.
- Serve as Box Office Manager, both in office and on-site during festival concerts. Process and record incoming ticket orders (mail, phone, and online); manage ticket fulfillment; oversee and train box office staff (paid and volunteer); provide reports as needed.

ARTISTIC OPERATIONS:

- Working in partnership with the Co-Artistic and Executive Directors, facilitate artist contracts, W-9s, and third-party contracts; coordinate Visa applications as needed.
- Collect and file materials necessary for Program Book creation and production.
- Assist with operational and artistic equipment needs.
- Oversee volunteer program; direct communications and programs to recruit, inform, and thank volunteers.
- Coordinate artists' housing and travel arrangements during early festival planning stage; oversee Artist Liaison during months leading up to and during the festival.
- Execute intern recruitment for festival and annual operations; supervise as applicable.
- Coordinate sale of Program Book ads with outside vendor as directed.

CONCERT DUTIES:

Attendance is required at all festival concerts in June; infrequent evenings and weekends required at other times of the year.

COMPENSATION & HOURS

- Hourly wage commensurate with experience and organizational budget.
- Part-time (20-30 hours/week) from July through April and full-time (40 hours/week) in May and June. Flexible schedule, with heavier hourly requirements prior to, during, and immediately following the festival.

QUALIFICATIONS

- Proven track record of excellent organizational skills, ability to meet deadlines.
- Knowledge and experience with customer databases greatly preferred.
- Strong writer and communicator.
- Comfortable using technology (Microsoft Office, donor/patron databases, social media).
- Knowledge of and passion for classical music a big plus.
- Personal characteristics: team player; comfortable with ambiguity; highly organized; flexible and adaptable; self-initiator.

TO APPLY

Please email a cover letter and resumé to: search@chamberfestcleveland.com

Application deadline: December 12, 2025, or until filled.

ChamberFest Cleveland is an equal opportunity employer. We do not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status.