

Chattanooga Symphony & Opera  
Job Description  
**Education and Community Engagement Manager**

**Summary**

**Job Title:** Education and Community Engagement Manager  
**Department:** Education  
**Reports To:** Executive Director  
**Hours:** Full-Time, some nights and weekends required

**Basic Function:** The Education and Community Engagement Manager is charged with creating and implementing programs that encourage patrons of all ages, ethnicities, and abilities to participate in, learn about, and be exposed to classical music, including the CSO's Ensembles in Schools program, Young People's Concert, Out and About Quintet performances, and other child and adult educational programs. The Manager works with musicians, schools, community partners, and other staff to develop and manage activities that support organizational goals.

**Primary Duties and Responsibilities**

**Education**

- Schedule rehearsals and performances of core ensembles in regional elementary, middle, high schools and universities and communicate details with musicians
- Create teacher's guides for quintet performances, Young People's Concerts, and other in-school programs
- Promote, take reservations for, and coordinate the Young People's Concerts
- Develop, promote, and coordinate music teacher professional development in conjunction with other teachers and CSO staff
- Develop, promote, and coordinate other student educational programs including the instrument petting zoo, Music in Our Schools Month Celebration, open rehearsals, and masterclasses
- Oversee CSO sponsored school string programs
- Support CSO Youth Orchestra manager and program as needed
- Serve as primary liaison between CSO and area schools
- Develop, promote, and coordinate adult education programs including Bob's Bootcamps and Spotlight Talks
- Research and stay current on best educational practices and local, state, and national music standards
- Oversee creation of education department promotional materials
- Report activities to board, staff, and funders at board meetings and on final grant reports

**Community Engagement**

- Schedule rehearsals and performances of core ensembles in strategic community locations and communicate details with venue and musicians
- Coordinate with guest artists on masterclasses and events
- Plan and coordinate local and state advocacy efforts
- Plan and coordinate CSO Sensory Friendly Concerts and promote concerts along with Marketing and Communications Manager
- Coordinate and promote CSO Volunteer program
- Coordinate Play Along with the CSO and promote along with Marketing and Communications Manager
- Together with other staff, develop and implement initiatives to attract new and diverse audiences

Chattanooga Symphony & Opera  
Job Description  
**Education and Community Engagement Manager**

**Other**

- Serve as staff liaison for Internal Affairs Committee and schedule regular meetings with this and any sub-committees
- Assist in website and social media maintenance
- Serve as manager on duty for assigned CSO events and concerts
- Together with other staff, research and assist in grant writing
- Ensure qualitative and/or quantitative data is created for all programs

**The duties listed above are not all inclusive. The person in this position is expected to perform other work-related duties as assigned even though they may not be considered primary duties.**

**Work Requirements and Qualifications**

1. Education: Bachelor's degree required; Music Education degree preferred.
2. Experience: Hands-on experience in an educational setting or organizational education or engagement department preferred. Prior management experience preferred.
3. Knowledge, Skills and Abilities:  
Requires strong computer skills, 10-key, typing, and phone skills. Strong skills in: musical pedagogy (preferred), program evaluation, and customer service as well as outstanding written and verbal communication, analytical and supervisory skills. An ability to problem-solve and think quickly on one's feet and deal with a variety of different personalities and situations while conducting duties in a positive, professional manner in the best interest of the CSO.

Successful candidates will have a record of success in completing goals on-time and be flexible, adaptable, and comfortable working in an ever-changing environment, offer the ability to multi-task and possess strong supervisory and leadership skills including the ability to motivate volunteers to produce quality work. Must be detail-oriented and able to work with minimal supervision.

4. Equipment to be Used: Standard office environment including phone, computer and printers, Microsoft Office Suite. Currently the CSO uses Patron Manager CRM, which operates on a Salesforce platform and OPAS Orchestra management database. Additional components may include iPad or Android tablets, and laptop computers.

**The Chattanooga Symphony and Opera reserves the right to revise this job description at any time. This job description is not a contract for employment. All employees are expected to adhere to all terms and conditions of the Association's Personnel Policies and Employment Manuals and other Association policies and procedures which may be promulgated and published from time to time.**