



Title: Event Operations Assistant

Department: Marketing

Supervisor: Event Operations Manager

Employment Type: Part-time, Non-exempt

Works closely with: Director of Ticketing and Guest Relations, Artistic, Special Events, Rosen House, Marketing.

To Apply: Please submit your cover letter and resume to personnel@caramoor.org with “Event Operations Assistant” in the subject line.

We will only contact candidates being considered. No phone calls, please.

JOB DESCRIPTION

The **Event Operations Assistant** provides administrative and operational support to the Event Operations Manager, including (but not limited to) the areas of volunteer and staff management, event logistics and public programming support. This role assists in ensuring that our audiences have safe and pleasant experiences while attending our concerts and various other events throughout the year with our busiest season being in the summer. Under the direction of the Event Operations Manager, the **Event Operations Assistant** will also contribute to hands on projects relevant to the upkeep of our venues and other departmental needs as assigned.

Essential Duties and Responsibilities:

- Promote and demonstrate exemplary customer service to our staff and volunteers
- Help prepare and maintain all venues to receive visitors, with focus on seating, accessibility, safety, and aesthetic
- Support and guide Front of House staff and Volunteers during the entry and seating of visitors in a timely manner
- Look after the audience throughout performances and enforce venue policies and safety procedures
- House manage for events as needed - communicate with the Stage Manager, Production and Artistic teams on backstage theater calls and logistics in regards to opening the house and beginning concerts
- Cross train with Box Office and Parking staff to provide personnel coverage when needed and address customer service needs in and outside of our venues
- Assist the Event Operations Manager with communicating event operations information to all necessary staff
- Report safety hazards, event debrief notes and all concerns to the Event Operations Manager
- As directed by the Event Operations Manager and Marketing team, distribute print materials and display signage specific to promoting and wayfinding for events
- Provide operational support with tours and events in the historic Rosen House
- Be trained on and be able to communicate to visitors about Caramoor history and our mission
- Attend to various other projects as assigned by the Event Operations Manager



Title: Event Operations Asst.
Department: Marketing
Supervisor: Event Operations Manager
Employment Type: Part-time, Non-exempt

Required Skills and Qualifications:

Experience and Education: Have or pursuing a Bachelor's or advanced degree in arts, event production/administration or a related field a plus. Experience in arts or events production, operation or administration or related experience a plus. Experience working with volunteers a HUGE plus. Command of MS Office Word and Excel.

Management Skills: Must be able to work with volunteers and staff of varying backgrounds and experience with integrity and mutual respect.

Customer Service & Communication Skills: Must have a friendly and professional attitude and work well with the public to navigate different personality types among stakeholders including, seasonal staff, visitors, VIP donors, artists, senior management team & Board of Trustees. Strong interpersonal, verbal and written communication skills. Provide all visitors with the highest level of customer service, so as to make their visit to Caramoor as easy and enjoyable as possible. Engage with visitors and communicate Caramoor's history and mission.

Collaboration: Ability to work as part of the Caramoor family in a positive and professional manner. Willingness to be very hands-on and flexible to work on a variety of assigned tasks.

Administrative Skills: Ability to maintain confidential information; highly organized and detail oriented with a strong work ethic. Flexibility to adapt to changing priorities and new opportunities.

Values & Culture Fit: Appreciation for creating an environment that supports all guests to be inspired by music; and have a strong commitment to Caramoor's mission and values.

Working Conditions: Ability to work in a busy environment and with the public, maneuver outdoors (in all weather conditions) on 80 acres of woodland trails, gravel path ways and spectacular gardens. Flexibility to work during weekends and evenings as needed for events. Ability to transition between heavy operational and administrative work loads. Ability to lift/move up to 40lbs. Ability to set up and breakdown for events. Valid driver's license is preferred.

Caramoor is an Equal Opportunity Employer (EEO); this means that all aspects of employment, including recruiting, advertising, hiring, training, promotions, compensation, benefits, transfers, layoffs, return from layoffs, disciplinary action and discharge shall be conducted on the basis of qualification and ability without regard to race, religion, disability, sexual orientation, color, age, gender, national origin, citizenship, marital status, military and veteran status or any other basis protected by law.



Title: Event Operations Asst.
Department: Marketing
Supervisor: Event Operations Manager
Employment Type: Part-time, Non-exempt

ABOUT CARAMOOR

Our mission is to enrich the lives of audiences through innovative and diverse musical performances of the highest quality, mentor young professional musicians, and engage children through interactive, educational experiences that deepen their relationship to and understanding of music. These three prongs – music performance, musician mentoring, and music education – infuse everything we do.

Located on a 80-acre campus in Katonah, NY, Caramoor Center for Music and the Arts, Inc. is a 501c3 non-profit arts center that has been in continuous operation since 1946. It presents approximately 55 live music performances throughout the year in a wide range of genres, culminating in a major summer season starting in June through early August. Caramoor also trains the next generation of classical musicians and provides music-based arts education to local schoolchildren. Through its public programs and community events, Caramoor annually serves approximately 40,000 people.

Caramoor was the summer home of arts patrons Lucie and Walter Rosen who opened their estate in 1946 to welcome artists and audiences to be inspired by music in the context of their beautiful gardens, historic buildings, and art. Classical music, from chamber to orchestral to opera, forms the core of Caramoor's programming, but over the years the program has grown to include jazz, American Roots, world music, American songbook, family programs, and more. Caramoor also rents its facilities and grounds for private events.

www.caramoor.org