



PITTSBURGH SYMPHONY ORCHESTRA

Job Description

Title: Program Manager of Learning and Community Engagement

Department: Learning and Community Engagement

Reports to: Senior VP of Learning and Community Engagement

Status: Exempt, Full-Time

Job Purpose

The Program Manager of Learning and Community Engagement (L&CE) provides programmatic, operational, and audience engagement support for all L&CE programs with primary focus on the areas of educational content development, event management, artist support, and programming.

Essential Duties and Responsibilities:

- **Educational Content:** Manage and oversee the planning and content of supplementary and pre-visit materials. Work with educators and other specialists to produce preparation materials for concerts. Ensure that programs are aligned with state and national arts/music education standards, best practices, and current research. Update website, forms, registration information, and program descriptions.
- **Event Management:** Serve as event manager for L&CE events in Heinz Hall and off-site. Manage school check-in process for Schooltime Concerts and volunteer coordination for Sensory Friendly and Fiddlesticks Family Concerts. Work with ushers, volunteers, and front of house staff to create welcoming environment and safe and efficient entry and exit processes. Coordinate front of house pre- and post-concert activities. Address space and facilities issues with Operations and Hall Management Departments as appropriate. Secure rehearsal space, artists rooms, prepare set-up event forms, check lists, and coordinate other logistical needs with staff and/or site. Facilitate resolution of patron issues as needed.
- **Artist Support:** Serve as main contact for guest artists and ensembles. Work with Operations Department to address artist and other backstage needs. Coordinate scripts and music.
- **Programming:** Support the programming development of all L&CE programs. Collaborate closely with the SVP and Director to create new programming that is intentional and responsive to the needs of the community. With SVP and Director, refine programming to advance efficiencies, based on evaluations, relevance, strategic alignment, and resources.
- **Build and maintain strong, collaborative relationships with individuals across all programs.**
- **Work with the Program Assistant to coordinate scheduling of activities with musicians.**
- **Manager and oversee the planning and content of promotional and marketing collateral.**
- **Work with and across other PSO Departments.**



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Education and Required Experience:

- Bachelor's degree in Music Education or Arts Management preferred.
- Three or more years of recent experience in managing projects in the fields of arts management, community engagement, and/or music education.
- Experience managing people and projects within a music environment and/or classroom.

Supervisory Responsibilities:

- Manage volunteers.

Competencies, Knowledge, Skills, & Abilities:

- A current and thorough understanding of best practices and current research in arts learning and aesthetic education, as well as educational systems, performance standards, and learning theories.
- Experience teaching music in a formal or informal learning space preferred.
- Familiarity with orchestral music repertoire.
- Experience in orchestral education/community concert programming and production a plus.
- Experience working with special populations and/or accommodations a plus.
- Excellent written/verbal communication and presentation skills.
- Excellent customer service skills.
- Capacity to work under pressure and collaboratively with all types of people.
- Ability to work flexible hours, particularly weekends and evenings.
- Must have access to transportation for travel to alternate work sites in the community.
- Must be able to pass state and federal clearances to work in educational settings and healthcare facilities.
- Proficiency in using technology, especially Microsoft Office Suite and database software.

Work Environment & Physical Demands:

- Must be able to work with people of all ages and abilities, in close settings.
- Ability to lift and carry objects of up to 25 pounds. Ability to climb stairs. Frequently required to sit. Specific hearing abilities required by this job include active musical listening for program development.

To Apply:

Submit resume and cover letter to Lindy Mason, Manager of Payroll and Employee Benefits at lmason@pittsburghsymphony.org. Deadline for applications is September 16th.