Senior Vice President & Chief Operating Officer

**Status:** Exempt, Full Time
**Reports to:** President & CEO
**Direct Reports:** Vice President of Artistic Planning, Vice President of Marketing & Sales, Vice President of Orchestra Operations, Vice President of Heinz Hall, Vice President & Technology Officer, Senior Vice President of Community & Learning, and Executive Administrative Associate.

**Job Purpose:**

The Senior Vice President & Chief Operating Officer (COO) is a key strategic and operational partner with the Chief Executive Officer (CEO) and other organizational leadership in decision making and fulfilling the Pittsburgh Symphony Orchestra’s mission and goals. The COO is responsible for executing on annual and long-term plans of the PSO through leadership and supervision in the following areas: artistic planning, strategic planning, marketing, orchestra operations, Heinz Hall operations, electronic media, technology, orchestra personnel, labor relations, community programs and general operations. The COO is part of the senior leadership team and works closely with the CEO, the Chief Financial Officer (CFO), the Chief Development Officer (CDO), the Music Director, the Board of Directors and other members of the leadership team on the execution of mission and strategic direction of the organization.

**Essential Duties and Responsibilities:**

**Leadership** – the COO provides organizational leadership with a focus on daily operations as well as strategic planning for the future. The COO provides organizational leadership in the CEO’s absence and is the public face of the organization in the CEO’s absence.

**Span of Control** - the COO oversees and directs all departments responsible for planning, developing and executing the Symphony seasons, Heinz Hall programming and operations, as well as activities related to education, electronic media and community programs. The COO works closely with the CFO and CEO on budget development and monitoring as well as long range financial planning for operational expenses and earned revenues. The COO also works in conjunction with senior leadership on the development and execution of the strategic plan, community projects, community relationships, run out and tour relationships as well as fundraising when appropriate.

**Staff Development and Management** – The COO is responsible for ensuring that the departments are staffed appropriately and within the financial forecasts. The COO ensures that performance expectations are clearly defined, measured and if needed addressed. The COO, in conjunction with department leadership & Human Resources, identifies opportunities for employee growth and training. The COO leads the efforts to ensure that the work environment allows staff to perform, thrive and succeed.
**Labor Relations** – The COO, in conjunction with the CEO, VP of Orchestra Operations, and VP of Heinz Hall, is responsible for the labor relations management on behalf of the Symphony and for developing and maintaining collaborative working relationships with the labor unions working within the organization. This includes working closely with the VP of Orchestra Operations and VP of Heinz Hall on regular contract management, grievance processes and the collective bargaining negotiations process with seven unions. The COO ensures that the collective bargaining processes are aligned with the organizational direction strategies and goals. The COO also works with the CEO and Director of Orchestra Personnel on individual contract negotiations with PSO musicians.

**Required Education, Experience and Abilities:**

- Bachelor’s degree
- At least 8 years’ experience in management with success overseeing functional areas
- At least 5 years’ experience in a senior management role
- Experience in contract negotiation
- Working knowledge of orchestra repertoire and orchestra operations
- Comfortable working with large teams and volunteers
- Excellent written and verbal communication skills
- Strong interpersonal and organizational skills
- Strong financial acumen
- Extensive computer skills; fluency in Word, Excel, and PowerPoint
- Ability to work independently but also as a member of a team
- Ability to meet deadlines and perform well under pressure
- Ability and willingness to work irregular hours, including evenings and/or weekends when necessary

**Preferred Education, Experience and Abilities:**

- Advanced degree and orchestra/arts management experience preferred
- Experience with labor negotiations and collective bargaining agreements

**Physical Requirements:**

- Ability to work on a computer for extended periods of time
- Ability to operate related equipment, i.e. computer, copier, scanner
The specific statements shown in each section of the description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The PSO recognizes that an individual with a disability may require a job modification/ accommodation to enable them to successfully perform a job function. Consideration will be given to such requests. Such requests should be directed to Human Resources.

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To apply, please send a cover letter and resume to hr@pittsburghsymphony.org