

Production & Operations Manager

Indianapolis Children's Choir

The Indianapolis Children's Choir (ICC) transforms the lives of young people through powerful choral experiences and music education, empowering them to grow, connect, and lead on stage and in the community. For forty years, the ICC has been integrated into the cultural fabric of central Indiana, and its singers have toured the country and the world.

Reports to: Executive Artistic Director

Works with: Artistic and Operations Staff, Singers, Volunteers, Community Partners, and Venue Personnel

The Production & Operations Manager is a critical role in the Indianapolis Children's Choir team, ensuring that the ICC's artistic plans are organized, prepared, and successfully executed. This position will be responsible for operations within the ICC building, communications with current choir families, and production of all ICC concerts and events. The position requires attention to detail and is expected to anticipate needs and stay ahead of upcoming priorities.

Concert and Performance Responsibilities

- Ensure that all rehearsals and performances run smoothly, coordinating all venue and site scheduling, logistical needs, supplies, and singer communications
- Proactively research and seek bookings; respond promptly and comprehensively to incoming inquiries
- Work with the Executive Artistic Director and artistic staff to implement staging, movement, and production needs
- Develop concert timelines, run sheets, dress rehearsal schedules, and staging plans
- Staff all performances with excellent customer service
- Coordinate concert staff, technical personnel, accompanists, and volunteers
- Oversee backstage operations, transitions, staging, and concert flow
- Coordinate site visits if necessary
- Manage performance volunteers and parent chaperones
- Maintain and complete accurate checklists and systems for each performance
- Set up equipment for performances, including but not limited to risers, lighting, and sound; load supplies in and out of venues.

Rehearsal and Choir Responsibilities

- Maintain a long-range view of the performance and rehearsal calendar and proactively prepare for upcoming needs
- Schedule and coordinate room usage for rehearsals and auditions

- Coordinate with directors to schedule accompanists
- Coordinate with team to ensure that uniforms and supplies are distributed to choirs
- Staff rehearsals as needed to ensure that logistical concerns are addressed
- Coordinate logistics and prepare materials for special choir events, such as open houses, retreats, and graduations
- Act as liaison for the ICC Parents Association and assist with their initiatives as needed
- Act as point person for ICC tours, including coordinating with tour companies and guides, staffing tours, communicating information, and training and coordinating staff and volunteers.

Choir Communications Responsibilities

- Maintain and update calendars for all ICC and affiliate choirs using Chorus Connection
- Prepare weekly email updates to all choirs using Constant Contact
- Ensure that parents understand all performance expectations, including uniforms, drop-off and pick-up times, locations, and any other necessary details
- Prepare flyers and handouts as needed.

Facilities and Office Responsibilities

- Ensure timely and proactive upkeep of the ICC's Performing Arts Center facility, including hiring contractors or securing volunteers for facilities and grounds tasks (e.g. cleaning, lawn and gardens, painting, parking lots)
- Maintain readiness of risers, keyboards, production equipment, and ICC vehicles
- Hire, support, and coordinate cleaners for building
- Manage bookings for external groups renting the building
- Track facilities licenses, regulatory issues, and safety and fire inspections
- Coordinate choir licenses and fees (e.g. ASCAP and BMI).

Staff Functions

- Provide general support to the office and the team as needed
- Support development, recruitment and retention efforts as assigned
- Complete other duties as assigned.

Skills & Qualifications

- Strong organizational and time-management skills are essential, including the ability to plan, improve systems, organize resources, and prepare for upcoming events
- Excellent attention to detail and follow-through required
- Strong written and oral communication and interpersonal skills required
- Ability to anticipate needs and work proactively with limited supervision
- Ability to manage multiple priorities and adapt quickly

- Experience in arts administration or choral performance preferred
- Experience in stage management, event production, executive support, or related work preferred
- Proficiency with Microsoft Office, calendars, Constant Contact (or similar mass email platforms), basic graphic design (such as Canva), and project-management tools required
- Flexibility to work evenings and weekends around ICC performances and events required
- Must have ability to hear adequately, speak articulately, drive ICC vehicles between performances and events, and lift at least 30 lbs without external support.

Workload & Time Allocation

This is a **full-time, salaried position with seasonal variation**. Hours shift based on ICC's artistic calendar and responsibilities vary between categories throughout the year. During major performance weeks, production responsibilities will require significantly more time. During quieter weeks, time should shift toward advance planning, organization, equipment preparation, facility preparation, and getting ahead of future artistic needs.

Standard of Success

The position is successful when artistic events are well prepared, operational details are anticipated, systems are organized, and follow-up happens consistently.

Application

To apply, please send a resume and cover letter to ELeiserson@icchoir.org. Applications received by November 1 will receive precedence.