

INDIANAPOLIS SYMPHONY ORCHESTRA

JOB DESCRIPTION

JOB TITLE: Event Coordinator
DEPARTMENT: Venue Operations
REPORTS TO: Event Manager

POSITION SUMMARY:

The Event Coordinator supports the planning, coordination, and execution of front-of-house operations for events and performances at the Hilbert Circle Theatre, Conner Prairie, and other venues as scheduled. Reporting to the Event Manager, this position assists with volunteer coordination and guest services to help ensure safe, efficient, and exceptional event experiences. The Event Coordinator also facilitates communication and coordinates event-related information between Venue Operations and internal departments to ensure all stakeholders are informed and prepared for each event. Working collaboratively with the Venue Operations team and other departments, this position is committed to delivering the highest level of customer service while supporting the successful execution of all Indianapolis Symphony Orchestra events.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Assist in the day-to-day administration, scheduling, training, and support of the volunteer usher program.
- Serve as an onsite supervisor for volunteer ushers, providing guidance, resolving issues, and ensuring exceptional patron service.
- Assist with front-of-house operations and onsite event management for events and performances at the Hilbert Circle Theatre, Conner Prairie, and other venues as scheduled.
- Coordinate and communicate event-related information between Venue Operations, internal departments, volunteers, staff, and vendors to ensure all teams are informed and prepared for upcoming events.
- Support the coordination of event logistics, including volunteer assignments and front-of-house operational plans.
- Conduct detailed inspections of public spaces, front-of-house areas, and emergency exits before and after events to ensure safety, cleanliness, and operational readiness.
- Respond to patron concerns and assist in resolving guest service issues while supporting the implementation and communication of venue policies, procedures, and guest service standards.
- Respond appropriately to facility and medical emergencies, including completing incident reports and documentation as required.
- Assist with the documentation of event procedures, operational updates, and the development of training and instructional resources.

- Support the Venue Operations department with the preparation, organization, setup, maintenance, and reset of front-of-house spaces for events.
- Perform other duties as assigned.

MINIMUM REQUIREMENTS:

Bachelor's Degree is required. Position requires outstanding written and oral communication skills, strong interpersonal skills, and exceptional organizational skills with attention to detail. Candidate must be a proficient user of Word, Excel, and Outlook.

Demonstrated knowledge of event staffing, crowd management, event security, public assembly facility emergency protocols, venue management and event ticketing is preferred.

Experience with VenueOps/Momentum Elite and Rosterfy preferred, as well any experience with event booking and volunteer resource management databases.

Must be able to walk on uneven surfaces in the Hilbert Circle Theatre and at Conner Prairie and other areas with or without accommodation. Must be able to lift/carry products up to 30 pounds without assistance. Requires visual and hearing acuity to sit at a computer for several hours at a time and speak on the phone.

INTERPERSONAL CONTACTS:

INTERNAL: Frequent contact with Development, Learning Community, Artistic, and other departments as needed.

EXTERNAL: Patrons, volunteers, sponsors, distributors, caterers, valet, security, police, EMS and other clients as needed.

OUR MISSION

The ISO inspires and unites our community through our music.

OUR VISION

The ISO sets new standards as a dynamic leader in the arts, serving our community by creating innovative, engaging, and accessible musical and educational experiences.

OUR VALUES

Inspiration: We strive to offer inspiring musical and educational experiences for everyone.

Unity: We believe that collaboration makes us stronger.

Integrity: We endeavor to instill a culture where everyone is treated with trust and respect.

Stewardship: We are entrusted with sustaining a treasured community resource and are committed to its success.

OUR DEIB VISION

We endeavor to model practices of diversity, inclusion, and equity in all that we do, including programming, people and culture, and community building. Through these practices, we will build a universal sense of belonging for all who connect with the ISO.

The Indianapolis Symphony Orchestra is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, veteran status or any other status protected by law.

**Applications for this position should be sent to
jobs@indianapolissymphony.org.**