

Job Title: Education and Community Engagement Coordinator
Department: Operations
Reports To: Director of Education and Community Engagement
Supervision Exercised: N/A
FLSA Status: Full time, exempt
Compensation Range: \$45,000.00 – \$50,000.00

SUMMARY: The Education and Community Engagement Coordinator is responsible for working with the Director of Education and Community Engagement to plan, implement, administer, oversee, and evaluate the education and community engagement programs of the Oregon Symphony Association. This job has no supervisory reports but works in collaboration with Musicians, Concert Production staff, Educators, Presenters, and Community partners served by the Oregon Symphony Association.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. In coordination with local educators and school administrators and as directed by Director of Education and Community Engagement, administrates all student attendance and participation for annual KinderKonzerts, Youth Concerts, Youth Concert Runouts, and LinkUp Concerts through student registration and billing. This includes answering calls/emails from interested educators.
2. Supports the planning and implementation of education and community engagement programs and initiatives by coordinating and facilitating participation of musicians, contractors, and volunteers. Examples of such programs include in-school education programs such as coachings, masterclasses, and ensemble performances and specific events, performances, and engagements in the region with community partners.
3. Assists the Director of Education and Community Engagement Programs as needed with venue and vendor logistics for education events.
4. Provides coordination, logistics and interface with partner groups for the Prelude series and Concert Conversations at the concert hall.
5. Provides volunteer coordination support for the Education and Community activities of the Oregon Symphony Association and the Oregon Symphony in Salem, including Salem Volunteer Ushers at subscription concerts.
6. Assists in liaising with the Northwest Community Gospel Chorus and Chorus Manager in advance of annual Gospel Christmas performances.
7. Cooperates with the Development department to compile and coordinate all information required for grant proposals, funding requests, implementations, and reports.
8. Works collaboratively with the Marketing and Design teams on collateral to promote education and community engagement activities.
9. Fosters and supports good working relationships with area classroom teachers, music teachers, music supervisors, school administrators, education coordinators of area arts organizations, OSA conducting staff, and OSA musicians with regard to all education and community engagement programs.
10. Performs other duties as assigned by the Director of Education and Community Engagement

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability

required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Education and/or Experience: Bachelor's degree in music, music education or arts management or equivalent. Strong understanding of music education and/or performing arts, and two or more years of related experience preferred. Lived experience may substitute for any education requirement.
- Language Skills: Ability to write clearly with proper spelling and grammar to speak effectively to schools, teachers, Board members, employees, vendors, and others.
 - Familiarity with foreign language musical terms and composer names and correct pronunciation of these terms and names.
- Must be able to work nights, weekends and some holidays as required by the Education and Community Department event schedule.
- Mathematical Skills: Ability to perform basic mathematical calculations including addition, subtraction, multiplication, division, percentages, and averages.
- Reasoning Ability: Ability to organize systems, coordinate deadlines, handle logistics, interpret instructions provided in writing, orally or in diagram form.
- Computer Skills: Ability to use Microsoft Word, Excel, and Outlook; ability to use Adobe Pro; ability to use, or learn quickly, the donor/ticketing database software (Tessitura). Ability to research on the Internet.
- Exceptional organizational skills and attention to detail. Efficient and accurate proofing skills.
- Ability to work effectively and diplomatically with diverse personalities, including teachers and students, volunteers, Symphony musicians, other staff, conductors, and guest performers.
- Understands the unique needs of performing artists, musicians, guest artists and conductors.
- Excellent customer service skills via phone, email, etc.
- Comfortable greeting all types of guests and has keen awareness of safety concerns.
- Ability to work effectively and gracefully under pressure.
- Appreciation for live symphonic music performance and sense of humor required.
- Valid driver's license and good driving record required.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies.

- **Ethics** - Treats everyone with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values; Maintains confidentiality.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Problem-Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.

- **Communication** – Speaks and writes informatively, clearly and persuasively; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Change Management and Adaptability** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results; Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Business Acumen and Fiscal Management** - Understands business implications of decisions; Displays orientation to profitability; aligns work with strategic goals; Works within approved budget; Contributes to profits and revenue; Develops and implements cost saving measures; Conserves organizational resources.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; observes safety and security procedures; Respects diversity.
- **Strategic Thinking and Innovation** - Adapts strategy to changing conditions; Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality and Quantity** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Dependability** - Is consistently at work and on time; Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan; Plans in advance for time off.
- **Motivation and Initiative** – Requires minimal supervision; Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals; Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to use hands to handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand, walk, and climb stairs. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this position include close vision and ability to adjust focus to use computer monitor. The employee is regularly required to listen to music.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is occasionally exposed to moving mechanical parts such as computer printers. The noise level in the work environment is usually moderate.

The Oregon Symphony is an equal opportunity employer and is committed to diversity, equity, and inclusion in all facets of the organization. We seek to develop a diverse candidate pool and welcome nominations and applications from all qualified candidates regardless of race, gender, sexual orientation, age, disability, religion, or national origin.

For a full position description, please visit www.orsymphony.org/about/careers.

To apply please submit a cover letter and resume to careers@orsymphony.org. No phone inquiries, please. Position is open until filled.