**MASTERVOICES**

**JOB DESCRIPTION – GENERAL MANAGER**

REVISED AS OF 8.2.17

The General Manager reports to the Executive Director, is responsible for the execution of **Artistic** and **Operations** activities, and serves as the primary interface between the MasterVoices chorus with the staff and Board. Specific responsibilities include the following:

**ARTISTIC:**

* Primary support to the Artistic Director and Executive Director for developing and implementing artistic plans that support MasterVoices’ overall artistic vision
* Research, recommend and negotiate contracts for: solo artists, ensembles, rehearsal and performance venues and collaborators.
* As part of the soloist selection process, work with artist agents to send materials and/or line up artist auditions for the Artistic Director.
* Manage (and at times conduct) internal and public ad-hoc initiatives (e.g., Anniversary events, Cos Club concerts, Lincoln Center Out of Doors, United Nations concerts, etc.)
* Support Development efforts in selecting appropriate artistic samples and writing project descriptions for grant applications (e.g. NEA/New Music USA, etc.)

**OPERATIONS** – Work with the Executive Director to plan and execute operations/administrative functions. This includes:

**CONCERTS AND EVENTS**

*MASTERVOICES CONCERTS*

* + 1. In collaboration with Artistic Director, create the rehearsal schedules for the soloists, chorus, and orchestra, and coordinate directly with each entity
    2. Create, send, and manage Letters of Agreement (LOAs) for all soloists, designers, and directors, and provide ongoing contact and support throughout the preparation, rehearsal, and performances for each concert cycle
    3. Identify and engage accompanists, language coaches, supertitles designers and equipment, and program notes authors
    4. Serve as liaison with City Center, Carnegie Hall, etc. for logistical issues, quotes, choral riser build/rentals etc.; serve as point of contact for most operational matters
    5. Once the Production Manager or Stage Manager begins work for each concert, assist in guiding him or her through our needs and procedures
    6. Serve as Project Manager for the Bridges program, coordinating communications and deliverables between the Artistic Director, composers, community participants, community administrators, and venues
    7. For each concert, design complement of the professional-core contingent for review/approval by the Artistic Director and coordinate with Choral Contractor.
    8. Serve as point of contact with the orchestra manager and staff on scheduling, hiring, musical, and any issues involving the orchestra
    9. Prepare *Playbill* or other printed program materials
    10. Manage the ordering, distribution, rights and return of scores
    11. Manage recording and broadcast projects (as they occur).

*HIRED CONCERTS* (e.g., NY Phil, Israel Phil, American Lyric Theater, Tilles Center, etc.)

* + 1. Negotiate fees; evaluate viability (artistic, financial, logistic)
    2. Book rehearsal spaces
    3. Identify and engage rehearsal pianists and language coaches as needed
    4. Secure professional-core contingent (as above)
    5. Select, engage, and coordinate participants from the singing membership
    6. Serve as point of contact with sponsoring organization

*SPECIAL EVENTS* (e.g., NeueHouse, Season Previews, CosClub, Corporate Events)

* + 1. Select, engage, and coordinate participants from the membership
    2. Assist as needed in selecting repertoire/program
    3. Book rehearsal spaces
    4. Identify and engage accompanist
    5. Secure professional-core contingent (as above)
    6. Serve as Point of Contact with sponsoring organization

**ADMINISTRATION**

*COMMITTEES* – Serve as the staff liaison/coordinator/ support for the Board’s Governance Committee, Board Recruitment Subcommittee, and Strategic Planning Subcommittee.

*WRITING* – Compose descriptions, summaries, promotional blurbs and persuasive arguments for recurring use in grant proposals and other Development and Marketing initiatives. Prepare the minutes for the Executive Committee and Board meetings.

*VENDORS* – this includes the selection, hiring, and serving as liaison for vendors of such items as IT support; office space/equipment; printing, etc.

*PROFESSIONAL SINGERS* – Obtain legally-required documentation for each singer (i.e., W4, I9, NYS rate of pay form); assist in processing payment as needed/requested.

*HUMAN RESOURCES* – Maintenance of the MasterVoices Employee Handbook; establishing protocol for new hires’ first day; establishing/compiling/ maintaining Office Procedures documentation; other projects as assigned by Executive Director.

*PROJECT MANAGEMENT* – Oversee special projects as assigned by Executive Director.

**MEMBERSHIP** – Manage Operations for MasterVoices chorus

*COMMUNICATIONS*

* + 1. Soliciting and sending Artistic Director notes; reminders; meeting notifications; messages from the MV President; rehearsal updates; and other items of information or interest, in e-blasts on a weekly or more frequent basis
    2. Attendance at all MasterVoices rehearsals and performances
    3. Maintain close, regular communication with Membership President
    4. Provide ongoing attention to MV members, collectively and individually, as necessary to maintain morale and esprit de corps; this also includes the students and their leaders/mentors
    5. Identify and be in constant communication with the attendance takers, to keep current on participation levels and address issues as they (frequently) arise
    6. Design singing membership surveys for artistic and development purposes.
    7. Oversee creation of annual membership roster, pictorial directory, and handbook
    8. Maintain the Members Area of the website, including such items as rehearsal schedule, posting of rehearsal recordings, notices and documents

*AUDITIONS AND REASSESSMENTS*

* + 1. Identify dates with Artistic Director and arrange/book venue and accompanist
    2. For auditions, manage process of advertising, responding to inquiries, and scheduling individual appointments
    3. For reassessments, establish guidelines for singers, identifying musical options/excerpts and providing necessary materials to the members
    4. Via survey, identify availabilities of singers and assign time-slots
    5. Establish protocols for assessment or reassessment, as well as evaluation and follow-up
    6. Maintain records of audition and reassessment participation, and ensure 100% reassessment

*SIDE-BY-SIDE AUDITIONS* – Serve as the artistic lead for SxS auditions to participate in MV-sponsored master classes, and ensure that the students are adequately prepared, once accepted to participate.

*ANNUAL DUES* – In coordination with the Governing Committee, establish and publish the amount of annual dues; track collection and consider requests for waivers

**VERBIER/TOURS** – Project Manage singer tours to such as the Verbier Festival:

*SINGER SELECTION*

* + 1. Work with ED to determine balance of professional (as per budget) and avocational singers required
    2. Inform the MasterVoices membership of tour details and solicit participation
    3. Advertise where/as needed – other NYC choruses, and set up auditions

*ADMINISTRATION*

* + 1. Work with Festival personnel to receive repertoire information (versions, cuts, rehearsals, step-out soloists, etc.)
    2. Work with travel agent to arrange flights in a group booking
    3. Work with singers to receive timely payments of fees and track information such as housing requests, flight arrangements, passport info, emergency contact, etc.
    4. Coordinate with Education Manager to set up auditions for Side-by-Side students interested in traveling as a sponsored singer
    5. Engage chaperones for the SxS travelers
    6. Work with Festival to acquire singer housing and coordinate assignments

*NYC REHEARSALS*

* + 1. Work with Artistic Director to set the rehearsal schedule
    2. Book venue for rehearsals and engage accompanist
    3. Take attendance at rehearsals to ensure eligibility to travel
    4. Establish distribution list and provide frequent updates of information, both electronically and in rehearsals, to ensure singers’ preparedness for the trip

*ON TOUR*

* + 1. Serve as Point of Contact with both artistic and operational Festival personnel, for all matters pertaining to the chorus
    2. Design seating chart(s) and maintain regular communications with singers, also providing easy access for them to contact me or appropriate Festival personnel
    3. Attend Festival and/or Patron Tour functions as MV staff, as needed/requested/desired