Organizational Profile

Founded in 1938, Stern Grove Festival is an admission-free summer performing arts festival in San Francisco. Now entering its 83rd season, the Festival draws 75,000 people during its ten-week series of world class performances in the outdoor setting of Sigmund Stern Grove. Past seasons have included performing artists from around the world, including San Francisco Symphony, Diana Krall, Los Lobos, Smokey Robinson, Ziggy Marley, San Francisco Opera, Lucinda Williams, and Allen Stone.

Reporting Relationships

The Operations Assistant reports directly to the Director of Operations. In addition, the Operations Assistant works closely with the House, Safety and Assistant House Managers, Area Leaders, Operations Staff, and Security and Medical teams.

Position Description

The Stern Grove Festival Operations Assistant will be responsible for providing administrative support to the House and Safety Managers during the hiring process. During pre-production, this is primarily in the form of receiving and archiving recruit documents, ensuring the hiring spreadsheet is current, and scheduling phone and in-person interviews for the House and Safety Managers. This position will also help in final preparation of operations documents used during the concerts. During concert Sundays the Operations Assistant will support all managers under the direction of the Director of Operations.

During the concert season, the Operations Assistant will be responsible for archiving and preparing operations reports to be used by the management team in weekly staff meetings. Schedule will include a half day at the venue performing various on-site tasks.
General Duties

- Provide administrative support to House, Production, Perimeter, and Safety Managers during the employee onboarding process
- Receive, pre-screen, archive, and track all recruiting documents
- Coordinate schedules of phone and in-person interviews for Managers
- Assist Director of Operations in completing government and vendor forms
- Assist in preparation, printing, and transportation of operations documents
- Assist proof-reading and spell checking communications messages
- Provide administrative support to managers under the direction of the Director of Operations
- Provide direct support to managers by completing incident reports as needed
- Prepare a post-concert Operations Report by creating and archiving PDF versions of all Operations documents
- Keep the venue organized by cleaning operations tent materials, office, washing jackets/shirts/gloves, watering plants, and checking to see if weekly vendor servicing is complete (Toilets, Dumpsters,)
- Articulate and embody the Festival’s mission and be ambassador to the public.

Experience and Skills Required

- Ability to coordinate multiple schedules and duties in an organized and detailed fashion
- Excellent communication skills and collaborative work ethic
- Excellent proof-reading and editing skills
- Experience providing exemplary customer service and ability to handle stressful situations with diplomacy and tact.
- Experience using documents and spreadsheets to control workflow
- Front of house or patron services experience, preferably in a large outdoor venue
- Ability to maintain self-assurance and level-headedness at all times
- Have a great sense of humor and maintain dedication to SGFA mission
Physical Requirements

- Able to lift/carry 30lbs
- Able to experience periods of extended standing, employee must be able to remain on their feet in a stationary position.
- Able to walk and climb considerable distances including on the hillside during the course of a work day.
- Grasp, lift, carry, push and pull heavy objects such as barricades, fencing, and carts.
- Stooping, crouching and kneeling is needed to place signage throughout the grove.
- Listening and ability to speak is required. On a typical work day the employee will be interacting with large groups of people and they must have the ability to hear and clearly express their ideas with spoken words.

Work Environment / Physical Demands

The work environment characteristics and physical demands described here are representative of those an employee encounters while successfully 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 job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderate. Occasionally sound levels may exceed 100 db. All efforts will be made to protect employee’s hearing.

The above statements are intended to describe the general nature and level of work performed by the incumbent in this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills.
Locations:

1) Venue: Sigmund Stern Grove, 19th Avenue and Sloat Boulevard, San Francisco 94132
2) SGFA Office: 832 Folsom Street Suite 1000, San Francisco, CA 94107

Work Period and Hours:

- Must be available Saturday afternoons June 13 and 20, 2020
- Must be available Saturday May 30th and Sunday May 31st, and every Sunday June 14th - August 16th, 2020
- **8 hours** per week in March
- **16 hours** per week from April to mid-June
- **24-28 hours** in the office and onsite at venue from mid-June to August

Compensation: Commensurate with experience.

To apply, please submit the following via email with “Operations Assistant” in the subject line:

1) A cover letter
2) Your resume
3) Two references

Email:

jobs@sterngrove.org