

Job Description

Assistant Manager of Operations

(11 Weeks, June 9 – August 24, 2024)

Boston University Tanglewood Institute (BUTI) is recognized internationally as a premier summer training program for aspiring young musicians and is the only program of its kind associated with one of the world's great symphony orchestras. Under the guidance of distinguished professionals, and in the presence of the Boston Symphony Orchestra (BSO), students are immersed in an atmosphere of extraordinary music making fueled by high artistic standards, rigorous programming, and a rich legacy of learning and performance.

Responsibilities

This position supports on and off-campus operations, reporting directly to the Business and Operations Manager and working closely with all Senior Administration roles.

Off-campus Faculty & Staff Housing

- Assists communications with homeowners and faculty/staff during move-ins and move-outs. Coordinates inspections, maintains key inventories, and documents any disturbances. Assists Program Managers and Stage Crew Manager with pianos moving to rented space.
- Responsible for managing BUTI guest spaces and the corresponding calendar; communicates with incoming guests as necessary. Arranges cleanings between guests to ensure the suitability of spaces for incoming guests.

Emergency Procedures Oversight

- Ensures all emergency plans are up-to-date and are at or above BU standards
- Coordinates text alert system recipients and tests the system as appropriate
- Coordinates fire drills

Security Oversight

- Assists hiring of overnight security staff and directly oversees security assistants
- Conducts orientation for security staff, including all emergency responses and regular procedures
- Arranges security staff schedules, and reviews logs; provides weekly synopsis to Business and Operations Manager

Support of Student Life Team

- Assists training and development of Student Life Staff, including facility orientations and emergency procedures
- Ensures equipment is properly functioning, including phone and radio devices
- Creates emergency contact cards for program administrators

Additional

Responsibilities include attending weekly staff meetings, representing West Street Campus at BUTI events, and developing positive relationships within the BUTI and Lenox communities. Additional tasks may arise as the needs of the program dictate. A pro-active attitude and willingness to take initiative are necessary. The AMO is expected to maintain and communicate transparent office hours. Candidates must hold a valid driver's license. Prior to the May-August timeframe, the Assistant Manager of Operations is responsible for becoming familiar with procedures and the responsibilities of other Student Life Staff team members.

Qualifications

Completion of an undergraduate degree preferred. The ideal candidate must have the ability to stay organized in a busy and multi-faceted online environment. Professional communication skills are necessary. Experience with technology operating systems is essential. Time management skills and working knowledge of word processing, spreadsheet, and database software applications are necessary for success. Experience supervising and working in teams is preferred.

Compensation includes a stipend, housing, and BSO lawn pass.

Apply online for this and other summer positions at www.bu.edu/cfa/tanglewood/employment. A cover letter outlining your interest and qualifications along with a work resume are required.