

Director, Orchestra Operations

For seven decades, the Calgary Philharmonic has been bringing communities together through the power of music. A pillar of the Calgary arts scene and one of Canada's most celebrated live music ensembles, the Calgary Phil presents more than 60 concerts a season across a wide range of programming — epic classics, thrilling collaborations, rockin' pops, family fun, and much more. The Calgary Phil also engages thousands of children each season through innovative and accessible Education and Outreach initiatives. In addition to 66 full-time orchestra musicians, the Calgary Phil is one of two major symphony orchestras in Canada that has its own chorus of over 140 volunteer singers. In a typical season, the Calgary Phil welcomes over 100,000 visitors, connecting audiences to live music experiences and serving the city of Calgary by fostering creativity and belonging. Your Phil. Your Music.

The Role

The Calgary Philharmonic Orchestra is seeking an experienced and collaborative **Director, Orchestra Operations (DOO)** to lead all non-artistic orchestra operations. Reporting to the President + CEO, this senior role oversees the planning, budgeting, execution, and assessment of orchestra services across performances, rehearsals, auditions, recordings, and sold services, ensuring operational excellence, financial sustainability, and strong labour relations.

Working closely with the President + CEO and the Director, Artistic + Education, the DOO is a strategic thought partner who brings creative, practical solutions to complex operational challenges—always within the framework of the Collective Bargaining Agreement (CBA).

The DOO directly supervises the Production Manager, Music Librarian, Orchestra Personnel Manager, and Library Assistant, providing leadership, oversight, and strategic direction for all Orchestra Operations functions.

Key Responsibilities

Leadership & Collaboration

- Lead, coach, and develop the Orchestra Operations team.
- Ensure orchestra operations are delivered effectively, safely, and in strict compliance with the CBA.
- Embed anti-racism, equity, inclusion, and diversity principles into all aspects of orchestra operations.
- Communicate strategic reasoning and action clearly to stakeholders.

Orchestra Planning & Delivery

- Oversee orchestra operations for all performances, rehearsals, auditions, recordings, and sold services.
- Serve as senior operational thought partner to the Director, Artistic + Education.
- Lead creative problem-solving within CBA parameters.

Orchestra Personnel & Union Relations

- Oversee orchestra personnel management through the Orchestra Personnel Manager.
- Interpret, implement, and uphold the CBA.
- Play a leading role in collective bargaining and union relations.
- Lead resolution of CBA-related questions, grievances, and negotiate individual player contracts.

Production, Venues & Partnerships

- Oversee production and logistics across all venues.
- Manage venue and sold service partnerships in collaboration with Artistic + Education.

- Ensure safe working environments for all orchestra activities.

Financial & Strategic Accountability

- Lead budgeting, forecasting, and financial oversight for Orchestra Operations.
- Assess long-term operational priorities and labour strategies.
- Advise senior leadership on best practices in orchestra operations.

People & HR Leadership

- Ensure compliance and alignment with OH&S legislation and best practices.
- Recruit, mentor, and manage staff performance.
- Ensure accurate documentation, compliance, and immigration requirements for orchestra players.

Qualifications

The ideal candidate will have:

- Significant progressive experience in orchestra operations, orchestra personnel management, performing arts production, or a closely related field (orchestra experience strongly preferred).
- Demonstrated success and experience in staging professional and commercial productions at a high artistic level.
- Demonstrated experience interpreting and administering a Collective Bargaining Agreement, with strong labour relations judgment and discretion.
- Proven leadership experience, including coaching and managing teams through change and growth.
- Demonstrated ability to navigate complex and sensitive situations with musicians, staff, and artists, exercising sound judgment, initiative, and discretion while handling confidential information with integrity.
- Strong financial acumen with experience building and managing department budgets, forecasting, and cost controls for an annual department expense budget of ~\$7M, utilizing appropriate software.
- Strong written and verbal communication skills; strong computer skills.
- Excellent communication, negotiation, and collaboration skills, with the ability to build trust across musicians, union, staff, board members, and external partners.
- High level of organization and attention to detail; able to manage multiple concurrent projects within a fast-paced, collaborative performance environment.
- Working knowledge of production operations, venue logistics, and health & safety best practices in a live performance setting.
- Understanding of Canadian immigration documentation processes (or proven ability to learn quickly and manage compliance effectively).
- Demonstrated commitment to anti-racism, equity, inclusion, and diversity, and the ability to embed these practices into operational decision-making and team culture.

Additional skills as an asset:

- Experience leading or supporting collective bargaining negotiations.
- Familiarity with orchestral scheduling, musician workload planning, and audition/tenure processes.
- Bachelor's degree in music, orchestra management, arts management or a related discipline.
- Experience managing venue relationships and multi-venue season delivery.
- Experience with technical aspects of staging, lighting, audio, and video.
- Knowledge and interest in classical music are ideal.

- Driver's License

Compensation & Details

- Full-time position
- Salary range: \$110,000 - \$125,000 annually
- Schedule: This position requires evening and weekend work aligned with rehearsals, performances, and auditions. The Calgary Phil is open to discussing flexibility within operational requirements.
- Hybrid Work Policy: The Calgary Phil offers a hybrid remote work program for eligible roles; this role requires on-site presence for orchestra services and key operational activities.
- Comprehensive benefits, RRSP contributions, vacation, bonus days off, and complimentary performance tickets.
- Office Location: Werklund Centre (formerly Arts Commons), Floor 2, 205 8 Avenue SE Calgary AB T2G 0K9

Application Process

This position will remain open until filled. Applications will be reviewed on an ongoing basis, and interviews will be scheduled as suitable candidates are identified.

The Calgary Philharmonic welcomes applications from candidates who are legally eligible to work in Canada. Relocation support within Canada may be available for the successful candidate.

A Police Information Check will be required from the successful candidate.

Please send your cover letter and résumé to hr@calgaryphil.com with “RE: Director, Orchestra Operations Applicant” included in the subject line.

We thank all applicants for their interest in the Calgary Philharmonic Orchestra. Only those selected for an interview will be contacted.

Equity, Diversity, and Inclusion

The Calgary Phil is committed to fostering an anti-racist, equitable, diverse, and inclusive environment. We encourage qualified candidates from diverse backgrounds to apply. If you require accommodations during the recruitment or interview process, please let us know so we can meet your needs.

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