

## Director, Knowledge Center

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| <b>DEPARTMENT:</b>                 | Research and Resources   |
| <b>REPORTS TO:</b>                 | Vice President, Research and Resources   |
| <b>SUPERVISORY RESPONSIBILITY:</b> | Occasional temporary staff and / or internships  |
| <b>STATUS:</b>                     | Full Time  |
| <b>FLSA:</b>                       | Exempt   |
| <b>CAREER LEVEL:</b>               | Director   |
| <b>SALARY RANGE:</b>               | <b>\$80,000 - \$85,000</b>   |
| <b>LOCATION:</b>                   | Remote work is the primary work setting, with the expectation to periodically report to the League office in New York, NY. |

### ORGANIZATION SUMMARY

For more than 75 years, the League of American Orchestras has led, supported, and championed America's orchestras and the vitality of the music they perform. The only national organization dedicated solely to furthering the orchestral experience, the League supports and serves a diverse membership of more than 1,800 organizations and individuals across North America, from world-renowned orchestras to community groups, from summer festivals to conservatories, and youth ensembles.

Thanks to the League, these organizations – and the managers, artists, board members, and volunteers who work with them – convene at conferences and events, are inspired by the award-winning publication *Symphony*, and benefit from vital industry reports, leadership programs, and grant opportunities.

The League's committed staff works to serve its members with exemplary programs, publications, and events, supported by a clear mission, an established reputation and support base, and an active board. Major investments in new technologies and office space, as well as in organizational development work around equity, diversity, and inclusion, are laying the foundations for ensuring that the current momentum and opportunity for innovation continues to expand into the future.

In addition to its role as a membership organization, the League is committed to thought leadership and furthering field innovation and learning, as a response to socio-demographic, technological, and cultural change. Visit [americanorchestras.org](http://americanorchestras.org).

### POSITION SUMMARY

The Director, Knowledge Center, is charged with managing vital member services, centered on the gathering, distribution, and application of quantitative member data, primarily gathered via online surveys. Their work also helps to shape the League's thought leadership, Advocacy, and Communications work. Overall, the Director is responsible for data management and survey / report administration, and for optimizing the value of the resulting data for League members, staff, and

identified partners. This work includes – but is not limited to – management of the League’s major, annual member surveys and resulting benchmarking reports. The Director also serves members directly, both answering data inquiries and serving as liaison to the League’s Finance Officers’ constituency group.

## POSITION DUTIES AND RESPONSIBILITIES

The duties that follow represent the primary responsibilities for this role. All employees are responsible for performing other duties as assigned. Primary responsibilities for this role include the following:

- **Data management:** Maintain, update and develop the League’s data assets, primarily data collected via annual and occasional member surveys. Maintain good data hygiene and data protection practices, identifying risks and proposing mitigation measures as required. Identify opportunities to improve on data management policies and practices.
- **Data application and engagement:** Identify opportunities for League member data to be deployed in service of members and the League. Use League datasets to accurately and promptly answer inquiries from members, academics, and the press. Share relevant data with Advocacy, Communications and Inclusion & Learning colleagues, accompanied by advice on data application and use. Support League research projects, publications, and research partnerships, for example by bringing League data expertise to methodology discussions, by verifying / critiquing research findings and messaging, and by advising on data visualization.
- **Survey optimization and administration:** Optimize the accuracy and representativeness of the League’s datasets, working to maximize member participation, and informing work with emerging good practices in data equity. Manage survey administration processes and communications schedules. Employ appropriate processes to identify data entry errors. Track participation and identify participation trends. Formulate member benchmarking reports. Maintain strong skills in the use of the League’s survey and reporting software. Create new surveys and advise other League staff on survey design, as required.
- **Monitoring:** Maintain and improve on systems for monitoring the department's performance and communicating the impact of its work.
- **League Conferences and events:** Represent the League in interactions with members, and raise awareness of Knowledge Center services. Undertake Conference content production responsibilities as required.
- **Project management:** Plan, schedule, manage and monitor projects.
- **Technology:** Identify opportunities for technology solutions to improve the efficiency and impact of the League’s data work. Serve as primary contact for survey and reporting software vendors.
- **Human resource development:** Plan, recruit, and oversee the work of temporary staff and / or interns.
- **Cross-departmental working:** work collaboratively and proactively with members of all League departments. Plan and lead Knowledge Center orientation sessions for new League staff.
- Other duties as assigned.

## SKILLS AND COMPETENCIES

- Ability to interrogate and accurately critique statistics and / or non-profit financial data.
- Data management skills, including strengths in Excel and database administration.
- Ability to identify data anomalies and to explain data limitations to non-specialists.
- Online survey design, administration, and data collation.
- Accuracy and attention to detail.

- Ability to present data clearly and appropriate for different audiences.
- Project management, and the ability to manage multiple concurrent workstreams.
- Ability to identify problems or risks and propose solutions.
- Desire to connect with and support League members, and experience of working in customer-facing roles. Strong telephone and written (email) professional communication skills.
- Ability to rigorously maintain existing systems and processes, whilst seeking continual improvements for the benefit of League members and adapting readily to change.
- Ability to work productively in a climate of organizational and field-wide change.

### **PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics 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.

#### **Physical Demands**

- This role requires the routine use of standard office equipment such as computers, phones, photocopiers, printers, filing cabinets, and fax machines.
- This role requires using the English language to engage with internal and external stakeholders by phone, email, and in person. Employee is expected to be able to accurately exchange information with these stakeholders.

#### **Work Environment**

This position is primarily remote, with the expectation to periodically report to the League office in New York, NY. When in office, the noise level is quiet to moderate with ambient room temperatures, and lighting.

#### **To Apply:**

Please visit: <https://smrtr.io/dDqFM> to apply for this opening.

#### **Equal Opportunity Employer Statement**

The League is an equal opportunity employer that is committed to equity, diversity, and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, and training. The League makes hiring decisions based solely on qualifications, merit, and business needs at the time.