

Music@Menlo

CHAMBER MUSIC FESTIVAL AND INSTITUTE • DAVID FINCKEL & WU HAN, ARTISTIC DIRECTORS

Patron and Donor Stewardship Intern (2 positions)

Location: Atherton/Menlo Park, California

MUSIC@MENLO, the San Francisco Peninsula's premier chamber music festival, brings some of the world's leading musicians, students, and scholars to the San Francisco Bay Area each summer for three weeks of public concerts, lectures, and workshops. Concurrent with the festival is Music@Menlo's Chamber Music Institute, which offers two distinct programs for serious music students and preprofessional musicians ages 9 to 29.

Music@Menlo's internship program is ideally suited for motivated individuals who are eager to learn about the field of arts management and related work areas in a professional setting. An internship with Music@Menlo offers invaluable training and mentorship towards a professional career in arts management, customer service, and the essentials of nonprofit administration. Through on-the-job training and hands-on experience, interns will build practical experience and develop professional skills to take them into the next stage of their career development. To learn more, please visit www.musicatmenlo.org.

Description

Music@Menlo is seeking mature, reliable, and detail-oriented Patron and Donor Stewardship Interns for its 2017 season. Successful candidates will have the opportunity to gain valuable, practical skills in patron and donor communications and services, performance ticketing in multiple venues, marketing, and arts management, while learning what goes on behind the scenes at an internationally renowned arts organization. Patron and Donor Stewardship Interns work closely with the Patron Services Assistant, Stewardship and Events Manager, Development Manager, and Development Director to learn about marketing, sales, accounting, inventory tracking, database use, and customer service for over 50 public ticketed events—free and paid—during a three-week period.

Responsibilities

Patron and Donor Stewardship Interns will be responsible for a variety of activities including:

- Serving as the first point of contact for the festival's box office and will-call table at all public events, requiring an in-depth study and strong command of the festival's offerings and programming, venues, schedule of events, artists, and ticketing policies
- Representing the festival in a professional, responsible, and friendly manner at all times
- Staffing the ticketing phone line and responding to patron email inquiries, requiring an understanding of channels of communication within the organization
- Processing ticket orders in our customer relationship management database with attention to detail, ensuring 100 percent accuracy, including accounting and money handling, data entry, patron record management, inventory tracking, and printing and distribution of tickets, cover letters, and collateral materials
- Managing reservations and ticketing process from marketing through reporting on completed events for 18 free events through our customer relationship management database.
- Preparing daily sales reports and patron activity in "ticketing dashboards" for production meetings with the entire senior staff
- Preparing reports on trends, progress, and demographics and analyzing this data for marketing and development purposes
- Working with development staff and the Development Interns on fulfilling VIP donor ticket requests and donor cultivation
- Assisting the merchandise and sales team with selling festival merchandise, including CDs, posters, note cards, books, t-shirts, etc.

- Working with the New York-based public relations team on managing press ticketing
- General administrative duties including mailings, document preparation, and filing

Qualifications

The ideal candidates will demonstrate: interest in non-profit business and management; interest in learning and growing in a fast-paced and sometimes stressful environment; confident verbal skills—much time will be spent communicating over the phone; strong writing, analytical, organizational and interpersonal skills; impeccable attention to detail—candidates will be trained in cash handling and be expected to take extreme care with reporting and cash management; positive energy and a willingness to pitch in and be a team player wherever needed. Knowledge of classical music or the performing arts is preferred. Through this internship, interns have the opportunity to further develop these job skills as well as learn new skills. Interns must be open to receiving feedback and guidance throughout the course of their internship.

In addition, the following qualifications must be demonstrated for this position:

- Ability to memorize large amounts of concert-related information including programs, venues, and themes, to share with patrons when selling tickets
- Ability to lift and carry at least 40 pounds
- Valid driver's license required. Personal vehicle preferred, however, a company vehicle may be available for work-related errands for those who are at least 21 years of age by June 5, 2017. All drivers subject to driving background check. Business mileage for personal vehicle is reimbursable.

Dates, Compensation, Work Hours, Misc. Info

Internship dates are June 5 through August 9, 2017. This is a full-time, seasonal, non-exempt position. Hourly compensation is at the rate of \$10.50 per hour. Work hours through July 7 will be approximately 9:00 a.m. to 5:30 p.m., Monday through Friday allowing for one half-hour lunch. Beginning July 8, the work schedule will change to include various forty-hour work week shifts, which may begin mid-week and include Saturday and Sunday hours plus paid overtime. All interns are required to complete a successful background check as required by California State law. Successful candidates will be responsible for securing their own housing and transportation arrangements in the Atherton/Menlo Park/Palo Alto area.

In addition, interns will receive the following:

- On-the-job training and hands-on experience working with the organization's staff in a professional, supportive environment
- A broad perspective on the many components that form an internationally renowned classical music festival
- Free tickets to select performances, subject to availability and schedule demands
- For positions beginning prior to July 1, a seminar series led by staff and guest speakers focusing on topics related to nonprofit administration, such as marketing, fund-raising, financial management, and strategic planning
- Career development assistance
- College credit, work study, independent study, and/or cooperative learning programs may be available through your college or university. Participants may arrange for academic credit through their school, but it is certainly not a requirement.

To Apply

Complete the application form at www.musicatmenlo.org and send with supporting materials to the address stated on the application. Applications will be reviewed as they arrive, so early applications are encouraged. Preferred deadline: March 1, 2017, however, applications will be considered until positions are filled.