

Music@Menlo

CHAMBER MUSIC FESTIVAL AND INSTITUTE

Artist Liaison

MUSIC@MENLO, the San Francisco Peninsula's premier chamber music festival, will take place July 14–August 5, 2017, bringing some of the world's leading musicians, students, and scholars to the San Francisco Bay Area 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. To learn more, please visit www.musicatmenlo.org.

Description

Music@Menlo is seeking a mature, reliable Artist Liaison for its 2017 festival season. The Artist Liaison will work closely with festival staff to coordinate logistics for performing artists and lecturers including travel, housing, local transportation, and scheduling. The Artist Liaison's main role will be to serve as the primary point of contact for artists any time of day or night and ensure their overall comfort—no request is too big or too small.

This position will report to the Director of Artistic Operations. This is a full-time seasonal, contract staff position.

Responsibilities (including but not limited to the following):

1) Travel & Housing

- Assist artists with travel arrangements, rental car reservations, and travel changes as applicable (either through festival travel agent, or with festival staff)
- Compile and track all travel and housing related information and input into master schedule with complete accuracy
- Communicate all necessary travel and housing details (including home host information, driving directions, maps, schedules, airport pick-up procedures, etc.) to artists
- Visit and become familiar with artist host homes prior to artist arrivals and assist with distribution of home host packets
- Serve as a primary point of contact with rental car company to manage, track, and adjust artists' rental reservations

2) Logistics and Transportation

- Act as festival concierge to artists and be on call to handle emergencies and necessary requests at any time of day or night
- Work with Development team to coordinate artist arrivals at host homes
- Greet festival artists at airport, assist with luggage and rental car, and accompany to host homes
- Be ready and able to answer artists' questions about area resources (restaurants, local services, etc.) as well as provide driving directions
- Assist artists with departures from their host homes and airports as requested (early morning and late evening trips to the airport may be required)
- Drive artists to/from rehearsals and events as needed

3) Events

- Provide artists with information and driving directions to all social events; coordinate artists' transportation logistics to and from post-concert parties and dinners
- Assist Development team with compiling artist RSVPs to all social events
- Keep track of which artists are on campus at any given time and assist with coordinating lunches and other needs
- Attend rehearsals, performances, and social events as needed
- Manage artist greenroom hospitality

4) Administrative

- Create, distribute and update individual artists' schedules
- Create welcome packets for artists and distribute artist welcome gifts
- Update travel/housing/fee spreadsheets to maintain accurate records
- Arrange with each artist to sign the festival poster before artist leaves town
- Manage artist's complimentary ticket requests
- Acquire, copy, distribute and collect music as needed
- Collect and properly submit travel reimbursement forms and receipts
- Create, distribute, and collect completed artist release forms
- Work with PR team and Artistic Administrator to facilitate artist interviews as needed

Other duties may be assigned to ensure the overall comfort of festival artists.

Qualifications

Required

- Must be able to manage a large workload over a short period of time; Music@Menlo will determine the nature of the Artist Liaison's work, but the Artist Liaison will determine the means in which the work is accomplished
- Strong writing, analytical, organizational and interpersonal skills
- Impeccable attention to detail
- Positive energy and willingness to pitch in and be a team player wherever needed; flexibility with working with different personalities and work styles
- Willingness, availability, energy and stamina to work long days and evenings
- Ability to multi-task efficiently and have a high regard for professionalism and discretion in presentation and communication
- Ability to remain calm and pleasant in a fast-paced environment, as well as make good decisions quickly
- Candidate must be available to work full time, including days, evenings and weekends to cover rehearsals, performances and events
- Must have a valid driver's license and clean driving record
- Must be over the age of 21 by June 28, 2017 for insurance purposes
- Employment contingent upon completion of successful background check as required by California State law and completion of successful driving record clearance

Desired

- Prior experience working in artist services or for a performing arts organization or large scale event or festival
- Knowledge of classical music and ability to read music is preferred, but not required
- Knowledge of the Atherton/Menlo Park/Palo Alto area, including all area airports is helpful

Dates/Work Hours

Full-time dates are June 28 through August 8, 2017. Start date is modestly negotiable. Once artists begin to arrive, days and nights will be long and physically demanding for the three-week festival duration and will include evenings and weekends.

Compensation

Contractual compensation commensurate with experience. No employee benefits will be offered or available. Travel, housing, and rental car provided for successful candidate if they reside outside the regional area.

To Apply

Send a cover letter, résumé, and list of three professional references to:

Daphne Wong, Director of Artistic Operations
Music@Menlo
50 Valparaiso Avenue
Atherton, CA 94027
FAX: (650) 330-2016
daphne@musicatmenlo.org