

Music@Menlo

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

Development Intern (3 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, fundraising, or 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 talented, mature, and reliable candidates for three Development Internship positions for its 2017 summer festival. Successful candidates will have the opportunity to gain practical, hands-on experience in all facets of a non-profit development operation as well as acquire valuable insights on the inner workings of an internationally renowned arts organization. Working closely with the Development Department and Patron Services team, interns will gain experience in planning and executing donor events, fulfilling membership benefits, cultivating and stewarding festival supporters, the process of soliciting contributions, managing and analyzing development data, researching individual, corporate, and foundation prospects, and interacting as frontline members of the administrative team with the more than 4,000 ticket buyers and 1,000 donors who attend 65 public and private events during the three-week festival period.

Responsibilities

During the internship program, Development Interns will be tasked with a variety of responsibilities, including:

- Helping to plan and execute individualized cultivation and stewardship plans for all festival constituents including home hosts, event hosts, donors, volunteers, and prospects
- Soliciting in-kind food, decoration, and event donations and discounts from local businesses
- Assisting with the management of event communications including invitation distribution and RSVP tracking for all artists, interns, and staff
- Providing excellent customer service to all Music@Menlo patrons and community members, requiring an in-depth study and strong command of the festival's offerings and programming, venues, schedule of private and public events, artist roster, ticketing policies, and membership benefits
- Planning for, budgeting for, procuring, assembling, and delivering thank you gifts for over 50 festival volunteers and 50 artists
- Managing and tracking the written thank you card process for all teams, ensuring that all supporters and constituent groups are being thanked in a timely fashion
- Assisting the Development Department in cultivating relationships with over 40 home host volunteers, including attending home hosting meetings, introducing artists to home hosts, creating information packets for hosts, and corresponding with hosts
- Helping to maintain donor records in Music@Menlo's customer relationship management database, and producing daily donor reports for the senior staff
- Conducting regular individual, corporate, and foundation prospect research for senior staff
- Assisting the marketing department with drafting patron communications
- Assisting Hospitality Interns with hospitality events, including interfacing with event hosts, donors, vendors and caterers; tracking RSVPs and maintaining guest lists; making name tags; and, on occasion, procuring food, beverages, and supplies; performing event set-up and basic food preparation; replenishing food and

drink items; and helping with breakdown and cleanup, as needed

- Assisting the Patron Services team with taking and processing ticket orders in our customer relationship management database with attention to detail, ensuring 100 percent accuracy
- Coordinating with other intern groups on select projects as required to develop clear and effective internal and external communications, gaining an understanding of an office environment and project management

Qualifications

Ideal candidates will demonstrate: interest in non-profit fundraising and management; interest in high-quality, exemplary customer service; interest in learning and growing in a fast-paced and sometimes stressful environment; strong organization and interpersonal skills; unwavering positive energy and a willingness to pitch in and be a team player wherever needed; the ability to think quickly, be flexible, and adapt to unforeseen situations; creative thinking to solve last-minute challenges; sound judgment, tact, diplomacy, and flexibility with different personalities and working styles. Through this internship, interns will have the ability to further develop these job skills as well as learn new skills.

In addition, the following are required for this position:

- 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 12, 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 12 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 all positions are filled.