

Music@Menlo

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

Operations Intern (1 position)

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, nonprofit administration, and project management. 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 a mature, reliable Operations Intern for its 2017 season. The successful candidate will have the opportunity to learn more about what goes on behind the scenes at an internationally renowned arts organization and to gain valuable, practical skills in leadership, human resource activities, event planning, hospitality management, and arts administration. The Operations Intern works closely with Music@Menlo's General Manager and other senior staff members to plan and execute a number of activities and events focused on artistic and operational activities related to the festival.

Responsibilities

Pre-Festival:

- Support the development of activities related to Music@Menlo's internship program, including orientation, team-building activities, goal-setting techniques, self-evaluation methods, and professional development activities; throughout the internship, take a lead role in the creation of social activities and other events that promote collegiality, camaraderie, and collaboration
- Coordinate the seminar series for interns, including confirming arrangements with presenters, setting up seminar rooms and equipment, and creating online surveys for gathering post-session feedback
- Create agendas for weekly staff meetings and lead meetings from start to finish
- Assist in coordinating equipment needs, supplies, and resources including procurement, inventory/tracking, receiving deliveries, etc.
- Prepare contact lists such as staff lists and emergency contact sheets
- Research and prepare applications for food and beverage permits
- Create presentations on the correct procedures and practices for various administrative tasks such as mileage reimbursement and expense reports

During the Festival:

- Review and process all intern and staff expense and mileage reimbursement requests
- As needed, lead daily production meetings which include Music@Menlo's senior staff
- Assist with the input of several master schedule items into the festival's scheduling software including production schedule and usher assignments, ensuring adequate coverage for all events and activities and 100 percent accuracy in data input
- Dependent on driving qualifications, assist with artist and seasonal staff transportation
- Handle "on the spot" room requests for artists or students wishing to rehearse or practice
- Develop daily informational schedules and other handouts for distribution at the festival Welcome Center
- Oversee the creation of signage and posting throughout campus for all activities and events
- Serve as House Manager for daily master classes and Café Conversations and serve as Assistant House Manager for select evening events
- As a lead intern, assist other festival teams as needed, including staffing the concessions, merchandise,

and will call tables and serving as point of contact for patrons

- Represent the festival professionally and responsibly at all times, from working with vendors to welcoming festival guests and artists

Qualifications

The ideal candidates will have strong writing, analytical, organizational and interpersonal skills; advanced skills with computers and technology; impeccable attention to detail; positive energy and a willingness to pitch in and be a team player wherever needed. Through this internship, the intern will have the ability to further develop these job skills as well as learn new skills. The position requires flexibility and the ability to thrive in a fast-paced environment. Intern must be open to receiving feedback and guidance throughout the course of their internship. An interest in classical music or the performing arts is helpful, but not required.

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

- Interest in human resource management, arts administration, and/or non-profit management
- Ability to remain calm in a fast-paced environment with a friendly demeanor
- Ability to work independently but integrate with a larger, cohesive team
- Sound judgment, tact, diplomacy, and flexibility with different personalities and working styles

Preferred

- Previous experience working at a major seasonal festival or event
- 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. Start date is modestly negotiable but candidate must start no later than June 12. 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 position is filled.