

## **Operations Intern (1 position)** *Reports to General Manager*

Music@Menlo is seeking an Operations Intern for its 2019 season. Playing a key role within the operations team, the Operations Intern 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 resources, event planning, 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.

### **Responsibilities**

#### Pre-Festival:

- Support activities related to Music@Menlo's internship program, including orientation, team building, goal setting techniques, self-evaluation methods, and professional development; 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 supply and equipment needs including procurement, inventory/tracking, receiving deliveries, etc.
- Research and prepare applications for county food and beverage permits

#### During the Festival:

- Review and process all intern and staff expense and mileage reimbursement reports
- Participate in daily production meetings with Music@Menlo's senior staff
- Assist with the input of various 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 entry
- Dependent on driving qualifications, assist with artist and seasonal staff transportation
- Handle requests for rehearsal rooms from artists and students
- Create daily informational schedules and other handouts for distribution in the festival Welcome Center
- Oversee the creation of signage and posting throughout campus for select activities and events
- Serve as house manager for daily master classes and Café Conversations and serve as assistant house manager for select evening events
- Assist other festival teams as needed, including staffing the concessions, merchandise, and will call tables
- 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; and 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, stamina, and the ability to thrive in a fast-paced environment. Intern must be open to receiving feedback and guidance throughout the course of the internship. An interest in classical music or the performing arts is helpful, but not required.

In addition, the following qualifications are required to ensure a meaningful, well-rounded experience for the intern:

- Interest in human resource management, arts administration, and/or nonprofit management

- Ability to remain calm and pleasant in a fast-paced environment, as well as make good decisions quickly
- 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 twenty-one years of age by June 3, 2019. All drivers subject to driving background check. Business mileage for personal vehicle is reimbursable.

#### **Dates, Compensation, Work Hours, Misc. Info**

Internship dates are June 3 through August 7, 2019. Start date is modestly negotiable but intern must start no later than June 10. This is a full-time, seasonal, non-exempt position. Hourly compensation is at the rate of \$12.00 per hour. Work hours through July 3 will be approximately 9:00 a.m. to 5:30 p.m., Monday through Friday allowing for one half-hour lunch. Beginning July 6, the work schedule will change to include various forty-hour work week shifts, which may begin mid-week and will include Saturday and Sunday hours plus paid overtime. All interns are required to complete a successful background check as required by California State law. Interns 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 management, including nonprofit finance, strategic planning, fundraising, and arts marketing
- 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, if desired.

#### **To Apply**

Complete the application form at [www.musicatmenlo.org/about/internships](http://www.musicatmenlo.org/about/internships).

**Preferred deadline: February 15, 2019, or until position is filled.**

#### **About Music@Menlo**

Music@Menlo, an internationally acclaimed chamber music festival and institute under the artistic direction of cellist David Finckel and pianist Wu Han, was founded in 2003. Based in Atherton, California, and an important part of the San Francisco Bay Area's dynamic cultural fabric, Music@Menlo is noted for its world-class chamber music performances, extensive audience engagement programs, intensive training for preprofessional musicians through its Chamber Music Institute, and efforts to enrich and expand the global chamber music community.

#### **About the Arts Management Internship Program**

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 or nonprofit administration. Through on-the-job training and hands-on experience, interns gain practical experience and develop professional skills to take them into the next stage of their career development.