

# Music@Menlo

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

## **Patron and Donor Stewardship Intern (2 positions)**

*Reports to Patron Engagement Manager*

Music@Menlo is seeking two mature, reliable, and detail-oriented Patron and Donor Stewardship Interns for its 2019 season. Successful candidates will have the opportunity to gain valuable, practical skills in patron and donor services and communication, ticketing for performances 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 Engagement Manager, Development Associate, and Development Director to learn about customer service, database use, marketing, sales, accounting, and inventory tracking for over 50 public ticketed events during a three-week period, both free and paid.

### **Responsibilities**

- Serve 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
- Represent the festival in a professional, responsible, and friendly manner at all times
- Staff the ticketing phone line and respond to patron email inquiries, requiring an understanding of channels of communication within the organization
- Process ticket orders in a customer relationship management database with attention to detail, ensuring one hundred 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
- Manage reservations and ticketing process from creation through reporting for multiple free events through a customer relationship management database
- Prepare daily sales and patron data for production meetings
- Work with development staff and the Development Interns on fulfilling VIP donor ticket requests, home host ticket requests, and donor cultivation
- Assist the Merchandising and Sales Interns with selling festival merchandise, including CDs, posters, note cards, books, t-shirts, etc.
- Work with the New York-based public relations team on managing press ticketing, and with the Artist Liaison on managing artist ticketing
- General administrative duties including mailings, document preparation, and filing

### **Qualifications**

The ideal candidates will demonstrate an interest in nonprofit 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. 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. Knowledge of classical music or the performing arts is preferred.

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

- 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 forty 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 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. 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 a 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 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 positions are 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.