

# Music@Menlo

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

## Patron Services Associate

### Position Description

Music@Menlo is currently seeking a Patron Services Associate. This is a full-time, nonexempt position that reports to the Development Director. The successful candidate must have outstanding interpersonal and organizational skills, sound knowledge of basic math and accounting principles, and be able to work independently.

### Responsibilities

The Patron Services Associate will have an opportunity to serve in an important role with one of classical music's leading organizations of international stature. The Patron Services Associate will execute Music@Menlo's box office duties with an emphasis on maintaining a highly customer- and service-oriented environment. This includes the following mission-critical responsibilities:

- Serving as the public's first point-of-contact with Music@Menlo in a friendly and professional manner
- Managing customer relationship software, Theatre Manager, including building and maintaining events and subscriptions, creating pricing maps and coupon codes, managing premium seating, ticket order processing, and ticket reports, creating mailing lists, creating accounting and ticketing reports, managing comp ticket and reservations for concerts and donor events, general upkeep and regular audit of patron records in Theatre Manager
- Providing staffing for Music@Menlo's daytime and pre-event, at venue box offices, requiring an in-depth study and strong command of Music@Menlo's offerings and programming, venues, schedule of events, artists, and ticketing policies
- Coordinating and executing customer service responsibilities with a focus on service and detail including accepting phone, online, mail, and in-person ticket requests and responding to patron inquiries in a timely, informative, and courteous manner
- Processing orders and donations in Theatre Manager, including accounting and money handling, data entry, patron record management, inventory tracking, ticket printing, and ticket distribution by mail and in person
- Working closely with Development Director and Development Associate to fulfill VIP donor ticket services
- Writing and updating all ticketing language in print and digital communications
- Generating sales, inventory, attendance, and accounting reports on a frequent basis and reviewing reports with staff
- Maintaining the ticketing side of the website and online sales
- Conducting daily sales reconciliations with accounting staff
- Coordinating and staffing on-site sales and will call activities

[www.musicatmenlo.org](http://www.musicatmenlo.org)

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- Providing livestream technical support/login tech support as needed
- Overseeing two ticketing interns during the festival season and helping to mentor them in the above activities
- Completing these tasks in a fast-paced and extremely intense environment, especially during the festival period (July and August)
- Serving as office manager, including communicating with facilities, submitting maintenance requests, coordinating copier rental agreements, arranging computer and tech management, and ordering office supplies

### **Qualifications**

The strongest candidates will demonstrate outstanding skills in interpersonal communications and in tracking many simultaneous projects efficiently and effectively in a fast-paced, highly detailed and customer-oriented environment.

#### **Required**

- 2+ years experience in a responsible, fast-paced customer service position in a professional environment
- Demonstrated excellence in a service-oriented environment. Friendly, composed, and client-centered demeanor in person and on the telephone
- Proven track record of working responsively and effectively with people of varied backgrounds, preferences, and communications styles
- Facility and comfort with phone, e-mail and Internet communications
- Sound knowledge of basic accounting principles and ability to process information quickly
- Knowledge of nonprofit development and communications principles
- Solid knowledge of and experience with Microsoft Word, Excel, and customer relationship manager software such as Theatre Manager and strong ability to work in Macintosh environments
- Must be available to work all events during summer festival, from mid-July to early-August, including long hours, weekends, late nights, and early mornings consecutively, including overtime hours
- Proof of full COVID19 vaccination is required

#### **Preferred**

- Experience in a performing arts or box office environment
- Bachelor's degree or higher
- Experience with Theatre Manager or other CRM
- Proven ability to write and edit effectively and efficiently
- Knowledge of classical music

### **Hours**

Full-time, Monday through Friday with extensive evening, weekend, and odd hours from mid-July to mid-August annually. Occasional evening and weekend hours throughout the year for off-season concerts, special events, and meetings.

### **Compensation**

Competitive salary commensurate with qualifications and experience. Generous benefits package.

### **To Apply**

Qualified applicants please email a résumé and cover letter, in a single pdf, to:

Alessandra Aquilanti, Development Director  
ale@musicatmenlo.org

### **About Music@Menlo**

Founded in 2003 by Artistic Directors David Finckel and Wu Han, Music@Menlo brings many of the world's leading classical musicians to the Bay Area each summer for a three-week festival, with public concerts, lectures, and a major training institute for emerging and pre-professional musicians. In addition to the festival and institute activities concentrated in the summer, Music@Menlo also offers a series of year-round events and activities. All of the festival's programming provides an array of opportunities for audiences to connect with classical music in a learning-rich environment. While Music@Menlo largely functions as an independent organization, legally it is a program of Menlo School, an independent, coeducational college preparatory day school located in Atherton, CA. Please learn more at [www.musicatmenlo.org](http://www.musicatmenlo.org).

Music@Menlo does not discriminate on the basis of race, religious creed, color, national origin, ancestry, gender, sexual orientation, handicap, disability or age in any of its policies, procedures or practices. This nondiscriminatory policy covers admission and access to, and treatment and employment in, the festival's programs and activities. Inquiries regarding this policy may be directed to the festival office at 650-330-2030.