

# Music@Menlo

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

## Development Associate

Music@Menlo is currently seeking a Development Associate. This is a full-time, non-exempt, benefits-eligible position that reports to the Development Director.

The Development Associate will serve as the public's first point of contact with one of classical music's leading organizations. The Development Associate works closely with Music@Menlo's Development Director to execute fundraising activities, including donor stewardship, gift tracking, in-kind partnerships, and summer intern management. The successful candidate must be able to work independently and have outstanding organizational and interpersonal skills.

### Responsibilities

Executing fundraising principles and practices as guided by the Development Director, including planning, research, communications, member services, and implementation of donor, audience, and volunteer cultivation and stewardship activities to include, but not limited to:

#### Communications & Donor Relations

- Serving as the public's first point of contact with Music@Menlo, on the phone and in the office, in a friendly and professional manner
- Assisting with all development communications including acknowledgements, solicitations, event invitations and RSVP tracking, and email communications
- Assisting with grant applications and reports
- Planning and writing quarterly donor-only newsletters
- Managing and executing all activities with volunteer home hosts who provide housing for approximately 100 festival artists, staff, and special guests annually. Includes host recruitment, communication, coordination of guest needs and requests, placement of guests with hosts, 24/7 logistical support when guests are on-site, acknowledgement, and stewardship.
- Conducting and documenting research on prospective individual, foundation, and corporate funders and reporting findings to Development Director and Executive Director
- Writing and updating all ticketing language in print and digital communications.
- Assist with marketing communications tasks as needed, including e-mail layout, updating website pages, photo selection and editing, posting festival events online, and creating social media content.

#### Events and Concerts

- Providing staffing for Music@Menlo's daytime and pre-event, at venue box offices, coordinating and staffing on-site sales and will call activities
- Coordinating and producing public and private events including post-concert receptions, home concerts, and other special events during the festival season and throughout the year
- Working closely with Development Director and Development Associate to fulfill VIP donor ticket services
- Coordinating logistics for board meetings, including document and report preparation, scheduling, room set-up, hospitality, and minute taking
- Providing livestream technical support/login tech support as needed

### Database Management

- Processing orders and donations in Patron Manager, including accounting and money handling, data entry, patron record management, inventory tracking, ticket printing, and ticket distribution by mail and in-person
- Maintaining, updating, and regularly auditing the festival's patron database
- Generating reports, mailing lists, and other data about patron activity and providing analysis in a variety of formats for all office staff as needed
- Building and maintaining events and subscriptions, creating pricing maps and coupon codes, ticket order processing, producing mailing lists, generating accounting and ticketing reports, managing comp ticket and reservations for concerts and donor events, general upkeep and regular audit of patron records in Patron Manager
- 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

### Interns

- Overseeing summer interns and coordinating closely with other intern teams

### Qualifications

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

### Required

- Minimum high school diploma or equivalent. Bachelor's degree or higher preferred.
- At least two years' experience in a fast-paced, service-oriented environment
- Excellent oral, written, and customer service skills. 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 communication styles
- Experience working in and maintaining relationship database software. Solid experience with Microsoft Word and Excel.
- Sound judgment, tact, patience, and diplomacy in responding to a variety of situations and needs, including last-minute contingency situations
- Valid driver's license and the ability and willingness to run errands and lift at least 40 pounds
- Energy, availability, and willingness to work evenings, odd hours, and weekends on the occasion of special events and meetings, and for the festival period of mid-July to mid-August annually

### Preferred

- Knowledge of non-profit development and communication principles.
- Appreciation and understanding of the performing arts

## Hours

Full-time, Monday through Friday with periodic evening and weekend hours throughout the year for special events and meetings; and extensive evening, weekend, and odd hours during annual winter residency (typically early February) and the months of July and August annually. Because Music@Menlo is a summer festival, extended vacation time will not be possible each year from June 1 to August 15.

## Compensation:

This is a full-time, exempt position. In the spirit of pay transparency we share the base annual salary range for this position: \$57,000 - \$62,000, paid in bi-monthly paychecks. Base salary is exclusive of fringe benefits or retirement plan employer contributions. Pay ranges at Music@Menlo are reasonable estimates of what the organization anticipates paying for a role but are not guaranteed. If hired at Music@Menlo, your final base salary will be determined by factors such as skills, education, experience, and job level. In addition to those factors, we believe in the importance of pay equity and consider internal equity with our current employees as a part of any final offer. Please keep in mind that the generous range mentioned above is the full base salary range for the role. Hiring at the maximum of the range is not typical for Music@Menlo, in order to allow for future and continued salary growth. Music@Menlo staff members enjoy all the employment benefits offered by Menlo School to all its employees. Details about Menlo School's benefits can be found [here](#).

## To Apply

Send a cover letter and résumé to:  
Alessandra Aquilanti, Development Director  
[ale@musicatmenlo.org](mailto:ale@musicatmenlo.org)

## 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 music community.

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.