

Patron Services Intern (2 positions)
Reports to Development Associate

Music@Menlo is seeking two Patron Services Interns for its 2024 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, and arts management, while learning what goes on behind the scenes at an internationally renowned arts organization.

Patron Services Interns work closely with development department staff to learn about customer service, database use, sales, accounting, and inventory tracking for over 50 public ticketed events, both free and paid, over the course of a three-week Festival.

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 100 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 in ticketing reports for production meetings
- Work with development staff and the Development Interns on fulfilling VIP donor ticket requests and home host ticket requests
- Provide occasional assistance with check-in at donor events
- Work with Communications Director on managing press tickets, with the Student Liaisons on managing Chamber Music Institute student tickets, and with the Artist Liaison on managing artist comp tickets
- General administrative duties including mailings and document preparation

Qualifications

The ideal candidates will demonstrate an interest in non-profit business and management; interest in learning and growing in a fast-paced environment; confident verbal skills—much time will be spent communicating over the phone; strong writing, analytical, organizational and interpersonal skills; impeccable attention to detail; 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 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

- Ability to lift and carry up to 25lbs

Dates, Compensation, Work Hours, Misc. Info

Internship dates are June 10 through August 13, 2024. This is a full-time, seasonal, non-exempt position. Hourly compensation is at the rate of \$16.00 per hour. Work hours through July 5 will be approximately 9:00 a.m. to 4:30 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 may include Saturday and Sunday hours plus paid overtime. All interns are required to complete a successful background check. Minors will be required to secure a State of California minor work permit before commencement of and as a requirement for employment.

Our full-time interns are eligible to participate in our generous benefits package for the duration of their assignment, starting in the month following date-of hire, including comprehensive group insurance plans, retirement plan with exceptional employer contributions, and lunch on site during the festival.

Interns will be responsible for securing their own housing and transportation arrangements. Housing is available at Menlo College, a short five-minute walk from the Music@Menlo office. Interns who choose to reside at Menlo College will coordinate directly with the College's housing staff.

In addition, interns will have access to 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 8, 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
- 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.

Health and Safety Guidelines

All interns are required to complete a full-course of COVID 19 vaccination(s) at least fourteen days prior to contract start date and show proof of vaccination before being allowed on the Menlo School campus. All interns are required to follow and adhere to all COVID-19 procedures and standard guidelines mandated by the State of California and San Mateo County, and can change from time to time without notice.

To Apply

Complete the application form at www.musicatmenlo.org/about/internships and upload cover letter and résumé using the links on the application form.

Preferred deadline: February 15, 2024, or until positions are filled. Interviews to be scheduled for late February.

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 pre-professional 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 will build practical experience and develop professional skills to take them into the next stage of their career development.