



## **Staff Opening: Patron Services Specialist**

Position: Full Time, 40 hours per week (non-exempt, hourly)

Schedule: Flexible schedule, including some weekday evenings as well as some Saturdays. Schedule set monthly.

Salary: Commensurate with experience

Start date: Immediately

Indian Hill Music, a community music school and performance organization in Littleton, MA, has an immediate opening for a full-time Patron Services Specialist. This individual reports to the School Business Manager and works with staff, faculty, volunteers, patrons, and school families. The primary responsibility of this position is to serve as a key customer service representative for the Music School. This position also requires handling administrative tasks including marketing support and bulk mailings, as well as outreach and volunteer programs for the organization.

### **Education & Qualifications:**

Bachelor's degree or equivalent life experience; basic knowledge of music and instruments preferred. Some marketing and communications experience, and knowledge of social media platforms preferred. Proven record of exemplary customer service, professional interpersonal and communication skills. Excellent computer skills and thorough knowledge of Microsoft Office suite including Access, Excel, Publisher, and Word as well as Google Drive; experience with QuickBooks, Patron Manager, Canva, and social networking software a plus. Must enjoy interacting with the public, have the ability to work independently, and have the flexibility to thrive in a busy office environment. Must be organized, detail-oriented, accurate, and able to handle multi-tasking and work interruptions. Must be able to assist with moving chairs, light tables, musical instruments, and other equipment for event set-up (e.g. recitals, workshops, receptions, dinners) as needed.

### **Primary Responsibilities:**

Patron Services/Office Reception –

- Provide quality customer service to support the mission of Indian Hill Music and our community of students, families, faculty and staff
- Respond to general inquiries about the organization, provide facility tours for prospective students
- Answer and direct all phone calls, voice mails, and general emails
- Maintain working knowledge of all current events and programming, and promote offerings to potential patrons
- Assist students, families, faculty, and patrons with sign-ups for school programs/events
- Receive registrations and payments, assist school families in completing and understanding forms, and all other registration tasks as needed

- Process single ticket, subscription, and event sales from all sources, through Patron Manager
- Monitor and respond to ticket line voice mail
- Work box office/front-of-house for orchestra concerts and other ticketed performances and events
- Support educational events and initiatives; assist with hosting
- Help with set-up of studios, recital hall; move light equipment

Clerical –

- Data entry and maintenance of databases
- Process payments by cash, check, and credit card, and generate credit card reports
- Prepare bank deposits and take deposits to bank as needed
- Sorting and distribution of mail to staff
- Copy internal forms and programs as needed
- Copy event/program flyers and replenish info tables/displays as needed
- Proof print and online materials for organizational events and programs

Outreach/Volunteers –

- Manage reservations and set-up of Bach's Lunch concert series programs as required
- Coordinate volunteers for organizational events through Sign-up Genius and Facebook
- Respond to outreach requests from community organizations and coordinate PR
- Maintain volunteer list and tracking log of volunteer hours
- Coordinate volunteer appreciation functions with Development

**Secondary responsibilities:**

Administrative and Marketing Support –

- Provide administrative support for key projects in all departments
- Create, update, and distribute print and digital materials (flyers, mailers, programs, newsletters, invitations, signage, gift certificates, vouchers) for Indian Hill programs and events
- Backup support for maintenance of social networking sites (Facebook, YouTube, etc.)
- Interface with printers and other vendors
- Maintain bulletin boards and showcase displays; manage information table at events
- Assist with photography and video as needed
- Maintain mailing lists, and handle bulk and general mailings
- Work with community partners and vendors as needed
- Assist with email communications to various constituents including sending email reminders
- Manage press clippings and print/visual archives

**How to Apply**

Please send cover letter, résumé, three references, and salary requirements to:

Lisa Cleveland, Assistant Director of Education

Indian Hill Music, PO Box 1484, Littleton, MA 01460

[lcleveland@indianhillmusic.org](mailto:lcleveland@indianhillmusic.org)

*Applications submitted without all application materials, including salary requirements, will not be considered.*

*Indian Hill Music does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, citizenship, ancestry, age, mental or physical disability, veteran status, or any other category protected under applicable law in its admissions, education programs, activities, or employment policies.*

**Learn more: [www.indianhillmusic.org](http://www.indianhillmusic.org)**