

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

Position: Part-time, 30 hours per week (non-exempt, hourly)

Schedule: Flexible schedule (30 hours per week), including some weekday evenings as well as 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 part-time **Patron Services Specialist**. This individual reports to the School Business Manager and works with the staff, faculty, school families, volunteers, and concert patrons. The primary responsibility of this position is managing private lesson registration and placement. The position also includes coordination of the Music School's student recitals, as well as all general patron services duties required of the main office staff.*

**Education & Qualifications:** Music degree or equivalent experience preferred; knowledge of a wide variety of musical styles and instruments also 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 and Word as well as Google Drive; experience with QuickBooks and PatronManager 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 also 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:**

- Work closely with each student/family to find a suitable customized placement with a private lesson instructor, exhibiting the highest quality customer service
- Communicate regularly with faculty members regarding their new and continuing students and their teaching schedules
- Coordinate lesson scheduling with other placement specialists
- Maintain scheduling records, as well as teacher and student data
- Work closely with School Business Manager to ensure proper billing of students
- Administer and communicate scheduling changes and student withdrawals
- Process payments by cash, check, and credit card, and generate credit card reports
- Enter registration form information into databases (Microsoft Access)
- Manage the student recital process, including serving as a liaison with faculty, scheduling recital dates and accompanists, creating/distributing/tracking forms, setting up rehearsal schedules
- Coordinate rehearsal studio schedules, recital stage set-ups, and volunteer needs

### **Secondary 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
- Assist with all inquiries at the main office
- Answer and direct all phone calls, voice mails, and general emails
- Provide facility tours for prospective students
- Maintain working knowledge of all current events and programming, and promote these 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 PatronManager
- 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

### **Other duties as assigned, including:**

- Prepare 22-Day (3-week schedule of events/meetings) for staff use
- Manage organizational calendar
- Coordinate Blackman Hall booking process
- Maintain event/attendance tracking log
- Maintain administrative contact lists

### **How to Apply**

Please send your resume, cover letter, three references, and salary requirements, to [Lisa Cleveland, Assistant Director of Education](#) with “Patron Services Specialist” in the subject line. *Applications submitted without a salary range 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)**