



Position Title: Patron Services Associate

Organization: Indian Hill Music
PO Box 1484, 36 King Street, Littleton, MA 01460
www.indianhillmusic.org

Category: Administrative
Type: Part Time, 25 hours per week (non-exempt, hourly)
Position open: Immediately
Date Posted: October 2, 2017

Description: The Patron Services Associate reports to the Assistant Director of Education and works with the staff, faculty, volunteers, concert patrons, and school families. The primary function of this position is customer service. As the “face of Indian Hill” and the first person many of our patrons will interact with, the person in this position is vital to the success of our organization.

Schedule: Flexible part-time schedule that will include evenings and weekends. Schedule set monthly.
Salary: Entry level

Primary responsibilities:

Patron Services/Office Reception –

- Front desk reception
- Provide quality customer service to support the mission of Indian Hill Music and our community of students, families, faculty and staff
- Answer and direct all phone calls, voice mails, and general emails
- Respond to general inquiries about the organization, provide facility tours for prospective students
- Maintain working knowledge of all current events and programming, and promote these offerings to potential patrons
- 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
- Monitor and respond to ticket line voice mail
- Work box office/front-of-house for orchestra concerts and other ticketed performances and events
- Assist students, families, faculty, and patrons with sign-ups for school programs/events

Clerical –

- Process payments by cash, check, and credit card, and generate credit card reports
- Process bi-weekly payroll, including timesheet data entry
- Process invoicing and enter payments into QuickBooks

- Communicate with patrons about outstanding balances as necessary
- Manage office supply ordering
- Copy internal forms (registrations, expense vouchers, vacation request forms, etc.) as needed
- Prepare student recital programs
- Copy event/program flyers and replenish info tables/displays as needed
- Proof print and online materials for organizational events and programs
- Enter registration form information into databases

Miscellaneous –

- Take table reservations for Bach’s Lunch concert series; duplicate marketing materials for tables
- Maintain Community bulletin board
- Help with set-up of studios, recital hall

Qualifications: Experience in customer service. Excellent computer skills and thorough knowledge of Microsoft Office software, especially Excel; experience with QuickBooks and database software. Basic knowledge of music and instruments a definite plus. Must enjoy interacting with the public, and have the ability to work independently and to handle a busy front desk environment. Must be organized, able to handle multi-tasking, detail-oriented, and accurate. 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.

How to apply: Send cover letter, résumé, and salary requirements to:

Lisa Cleveland, Assistant Director of Education
 Indian Hill Music, PO Box 1484, Littleton, MA 01460

EMAIL: lcleveland@indianhillmusic.org

Applications submitted without salary requirements will not be considered.

About this organization: Indian Hill Music shares the transformative power of music, through teaching and performing, and giving music generously when there is need. The non-profit music education and performance center is located west of Boston, in Littleton, Massachusetts. IHM’s professional performance series features symphonic concerts by the critically-acclaimed Orchestra of Indian Hill, led by Artistic Director Bruce Hangen, plus chamber music, jazz, folk, and family events. IHM is also home to the regional Indian Hill Music Youth Orchestra and New England Flute Orchestra of Indian Hill Music. Serving 1,000+ students of all ages and abilities with an international faculty of over 60 highly-trained teaching artists and 21 acoustically-treated studios, the Music School offers private and group instruction, ensembles, and workshops for all instruments and voice in classical, jazz, folk, rock, pop, opera, Broadway, and Irish traditional music. IHM believes that music should be accessible to all and each year provides over \$120,000 in need-based scholarships and community outreach programs, including performances and educational programs for public schools and community events, and free concerts for seniors. It is also the first community music school in the country to offer bedside singing for healing through its Threshold Singers. Last year, IHM’s outreach activities served some 7,000 people in its service area. Indian Hill Music relies on the generosity of individuals, families, businesses, and foundations to support our many community programs. Please contact us to make a tax-deductible contribution or bequest. To learn more, call (978) 486-9524 or visit www.indianhillmusic.org.

As a result of generous contributed revenue, Indian Hill Music is thrilled to move forward with an exciting new phase of the organization’s future. Anticipated to open in late 2020, the new Music Center at Indian Hill in Groton will integrate a wide range of performances with our educational and outreach programs to ensure everyone can access the many facets of music.