

Staff Opening: Patron Services Associate

Position: Part Time, 25 hours per week (non-exempt, hourly)

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

Salary: Entry level

Start date: Immediately

Indian Hill Music, a community music school and performance organization in Littleton, MA, has an immediate opening for a Patron Services Associate. This individual reports to the School Business Manager 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.

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.

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 (registration forms, 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

How to Apply

Please send cover letter, résumé, 3 references, and salary requirements to:

Lisa Cleveland, Assistant Director of Education

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

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