



GROTON HILL MUSIC CENTER

Employment Opportunity - 5.22

PATRON SERVICES ASSOCIATE

HOURS: Full-time (40 hours per week: Tuesday - Saturday), in-person, non-exempt

SALARY: \$18-21 per hour

START DATE: Immediate

Groton Hill Music Center is the region's premier non-profit center for outstanding music education, professional performances, and community engagement programs. As we prepare to move to our new home in Groton, MA in September, our team has an immediate opening for a Patron Services Associate. This individual reports to the Assistant Director of Education and works with the staff, faculty, volunteers, concert patrons, and Music School students and families. The primary function of this position is customer service, along with a variety of other essential functions. As 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 database software is a plus. Basic knowledge of music and instruments is a definite plus. Must enjoy interacting with the public; be able to handle a busy front desk environment; and have the ability to work independently, complete assigned tasks, and meet deadlines. Must be organized, detail-oriented, and accurate. Must be able to assist with moving chairs, light tables, musical instruments, and other equipment for occasional 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 Groton Hill Music Center 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
- Assist school families and students in navigating our online registration and billing system as needed
- Assist with ticket inquiries and occasional ticket sales
- Assist students, families, faculty, and patrons with sign-ups for school programs/events

Administrative

- Monitor collections due dates and reach out to patrons with reminders about payments due
- Compile and create monthly student family e-newsletter, with information about signups, events, and more
- Manage office and building supply ordering
- Copy internal forms (expense vouchers, vacation request forms, etc.) as needed
- Prepare student recital programs
- Post job descriptions to online job boards
- Copy event/program flyers and replenish info tables/displays as needed
- Proof print and online materials for organizational events and programs
- Assist Registrars with placement follow-up tasks
- Assist with data entry for school room schedule

Other responsibilities

- Maintain display cases, room schedule screens, and other marketing displays
- Occasionally help with set-up of studios, performance spaces
- Other responsibilities as assigned

HOW TO APPLY:

Please submit a cover letter and resume to **Lisa Cleveland, Assistant Director of Education**, at lcleveland@grotonhill.org.

Current Location: 36 King Street, Littleton MA

In late August, we will be moving to our new home at 122 Old Ayer Road, Groton MA

[LEARN MORE ABOUT GROTON HILL MUSIC CENTER](#)

Non-Discrimination Policy: Groton Hill Music Center does not discriminate on the basis of race, color, religion, gender, 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, hiring practices, or employment policies.