



Staff Opening: Patron Services Associate

Position: Full-time, 40 hours per week, Tuesday-Saturday (non-exempt, hourly)

Schedule: Set schedule; will include some evenings

Salary: \$19-21 per hour

Start date: Immediately

Groton Hill Music Center is a world-class non-profit education and performance center set on a stunning 110-acre landscape in Groton, MA. Our organization 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 our music school students and families. The primary function of this position is customer service. As the first person many of our patrons will interact with, the person in this position is vital to the success of our organization. This position also encompasses a variety of other functions essential to our organization.

Qualifications:

Experience in customer service. Excellent computer skills and thorough knowledge of Google Suite; 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; able to assist with moving chairs, light tables, musical instruments, and other equipment for occasional event set-up (e.g., recitals, workshops, receptions) as needed.

Primary Responsibilities:

Patron Services/Office Reception –

- Front desk reception: provide high quality customer service to support the mission of Groton Hill Music and our community of students, families, faculty and staff
- Answer and direct all phone calls, voicemails, 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 online registration and billing system as needed
- 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

- Coordinate and prepare student recital programs
- Post job descriptions to online job boards
- Assist Registrars with lesson placement follow-up tasks
- Assist with data entry for school room schedule
- Assist with music school signage

Miscellaneous –

- Occasionally help with set-up of studios, performance spaces
- Other responsibilities as assigned

How to Apply

Please send cover letter and résumé by Monday, August 21 to:
Lisa Cleveland, Assistant Director of Education
lcleveland@grotonhill.org

Groton Hill Music 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, or employment policies.

ABOUT GROTON HILL MUSIC CENTER

Now in its 39th year, Groton Hill Music Center (formerly Indian Hill Music) opened the doors of its stunning new home for music education, performance, and community engagement in September 2022. Designed by award-winning Epstein Joslin Architects of Cambridge (MA), the new center is an architecturally exquisite 126,000-square-foot music education and performance venue. It houses two world-class performance spaces – the 300-seat Meadow Hall and the 1000-seat Concert Hall – 35 multi-scaled rehearsal and teaching spaces, state-of-the-art acoustics designed by Threshold Acoustics of Chicago, and dynamic architecture. Additionally, two-thirds of the land on which the facility sits – formerly an apple orchard and a horse farm – is preserved as picturesque agricultural fields.

Groton Hill Music Center is a regional gathering place for all to experience the highest quality music education – with private lessons, classes, ensembles, and supplemental learning programs for all ages and abilities; world-class professional performances of all genres — from jazz, global roots, and folk to classical masterworks and chamber music; and impactful outreach programs that share the transformative power of music throughout the community. As a nonprofit providing connection, comfort, and growth through music, Groton Hill relies on the generosity of individuals, families, businesses, and foundations to support our programs. Our programs are also supported in part by a grant from the Massachusetts Cultural Council, a state agency, and with funds from the council administered by the Local Cultural Councils.

Learn more: www.grotonhill.org