



NEW OPENING
Volunteer and Events Coordinator
Reports to Director of Operations

POSITION OVERVIEW

Groton Hill Music has created one of the most ambitious cultural projects in New England – a world-class education and performance center on a stunning 110-acre landscape in Groton, MA. Our Performance Operations team is seeking an individual to build and manage a robust volunteer program and coordinate a variety of small and large Development events throughout the year. The successful applicant will embrace Groton Hill Music’s culture of providing an exceptional customer experience, highly personalized relationships, and stewarding all individuals who support and advance our mission. They will be able to roll up their sleeves and work collaboratively to help ensure the success of the organization. This is a key position, with opportunities for professional growth. An appreciation of the value of music and education in the lives of individuals and communities is desired.

Please note: This is a full-time, salaried, in-person position requiring evening and weekend availability.

PRIMARY DUTIES AND RESPONSIBILITIES

Recruitment

- Recruit volunteers from a variety of sectors, including Groton Hill Music school community; concert attendees; local residents; high school students; and young professionals
- Interview and vet all volunteer candidates
- Explore and develop corporate volunteer opportunities
- Be a visible and engaged staff member at concerts, events, and other Groton Hill Music activities, as required

Training, Oversight, & Execution

- Work with Director of Performance Operations to develop a Volunteer Handbook
- Create clear job descriptions and expectations for each volunteer role
- Provide orientation and training for all volunteers
- Create a workable and scalable structure of volunteer leadership
- Coordinate incoming volunteer requests from other Groton Hill departments
- Oversee each event from beginning to end, helping to ensure a high-quality, memorable experience for attendees and volunteers
- Oversee all volunteer activity at events
- Debrief with staff and volunteers, learn from every event, and adapt as necessary

Recognition and Stewardship

- Develop and institute process for tracking volunteer activity/hours and recognition
- Plan and implement annual Volunteer Appreciation Event
- Help identify and cultivate volunteers who could be prospective donors
- Work with Development staff to review volunteer donor prospects and recommend ongoing improvements to volunteer program and events
- Input relevant volunteer information and communications into Patron Manager database

Event Coordination

- Assist the development department with the coordination of operational planning and tracking related to fundraising, cultivation, and recognition events geared to relevant constituents
- Manage food and beverage; logistics and contingency planning; room needs/set-up; volunteer and staff assignments and coordination; and other related operational tasks
- Coordinate with relevant Development and Finance staff to manage event budgets

Other Responsibilities

- Keep current with, and be able to convey information about, Groton Hill Music's educational, performance, and community engagement activities and highlights
- Coordinate with Music School, Marketing, Development and other departments, as needed, to ensure all efforts are coordinated across relevant constituencies and activities
- Other responsibilities as assigned, including administrative tasks

JOB QUALIFICATIONS:

Bachelor's degree required, plus at least 4 years of experience in a role coordinating volunteers and events

Knowledge, Skills, and Abilities Required

Must have experience and comfort in managing volunteers and planning and executing events. Strong oral and written communications skills. Given the significant face-to-face interaction with volunteers and donors, the individual needs to be comfortable and confident interacting with people at various stages of engagement with Groton Hill Music. Ability to work effectively with a variety of constituencies, including concert patrons, school families and students, donors, Board members, vendors and contractors, and Groton Hill Music staff.

Demonstrated ability to establish and meet goals in a timely manner. Ability to handle multiple tasks in a dynamic, fast-paced performing arts environment. Excellent problem-solving and organizational skills and attention to detail. Proficient in Google applications, including Google Sheets, room scheduling software, and experience with the Salesforce/Patron Manager database or other robust CRM system. Be comfortable with and use effectively a project management system (we use Asana). Ability to work independently and be self-motivated, as well as to work in a collegial manner with all departments to create and implement strategies for volunteer and event management.

SCHEDULE: The core schedule of this position is Tue.-Sat. with hours as assigned by the Director of Performance Operations. Other days/hours may be assigned as needed. Comp time policies are in place as a benefit to the employees of Groton Hill Music, and will be applied to this role as needed.

HOW TO APPLY

This is a full-time exempt position. Compensation range is \$50,000-\$60,000, depending upon the selected candidate's experience, skill set, and what they bring to the position. Please submit a cover letter, resume, and salary requirements to Matt Malikowski, Director of Performance Operations, at mmalikowski@grotonhill.org. Submissions without a cover letter and salary requirements will not be considered.

ABOUT GROTON HILL MUSIC

Now in its 37th year, Groton Hill Music is a thriving regional non-profit center for music education, performance, and community outreach. One of only a few organizations in the U.S. that combines a community music school, professional symphony orchestra, diverse concert series, and high-impact music philanthropy, Groton Hill Music currently serves 79 communities in Massachusetts and Southern New Hampshire. We believe that music inspires both our hearts and minds, encourages the growth of the whole person, and is integral to the lives of everyone we serve. Our mission is to share the transformative power of music, through teaching and performing, and giving music generously when there is need.

Groton Hill Music Center includes a 1,000-seat concert hall; a 300-seat performance hall; 35 rehearsal, teaching, ensemble, and community spaces; state-of-the-art acoustics; dynamic architecture; and lawn seating for outdoor concerts. Groton Hill Music will become a regional gathering place for the highest quality music education programs and professional performances of all genres.

Non-Discrimination Policy: 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, hiring practices, or employment policies.