



Participant Relations Receptionist and Assistant Indianapolis, IN

ABOUT MUSIC FOR ALL

Music for All's mission is to create, provide, and expand positively life-changing experiences through music for all. Our vision is to be a catalyst to ensure that every child across America has access and opportunity to participate in active music making in their scholastic environment.

Founded in 1975, Music for all is a destination – and sets the standard – for scholastic music ensemble performance and music education advocacy. Music for All provides ensemble experiences, hands-on opportunities for individual student performance training and growth, and teacher professional development.

Music for All is also committed to informing and empowering students, parents, and teachers to be engaged advocates for the arts and music education in their communities and across the nation.

A 501(c)(3) nonprofit educational organization, Music for All's programs include 30+ annual events, serving more than 600,000 attendees each year – more than 1.3 million in our 47-year history. Our programs include the Bands of America Grand National Championships and Regional Championships for marching bands, the Music for All Summer Symposium camp for students and teachers, the Music for All National Festival and Affiliate Regional Music Festivals for concert bands, orchestras, choirs, chamber ensembles and percussion ensembles, and the national honor concert band, jazz band, orchestra and the Bands of America Honor Band that marched for the fifth time in the Rose Parade ® in 2022.

ABOUT THE POSITION

Music for All is seeking qualified, proactive, and team-oriented candidates for full-time employment within the Participant Relations team. Music for All's Participant Relations team focuses on the participants of our programs, which includes the responsibility of recruitment, enrollment, pre-event communication, and event scheduling. The **Participant Relations Receptionist and Assistant** works under the direction of the Participant Relations Senior Coordinator and is an important part of the Music for All team.

Primary duties include, but are not limited to:

- Answer all incoming calls and assist with answers or transfer to appropriate staff member
- Monitor event specific emails and reply to customers in a professional and timely manner
- Sort mail
- Represent the company while interfacing with office visitors and directing them to appropriate meeting areas
- General administrative support of the Participant Relations Team for event planning and recruitment efforts
- Heavy communication (phone and email) with music educators and participants regarding event details
- Create, organize, and maintain participant paperwork and files
- Manage multiple projects simultaneously and independently
- Maintain relationships with former, existing, and new participants

POSITION REQUIREMENTS

Music for All is seeking qualified candidates with the skills listed below.

- Bachelor's or Associate's degree from an accredited university or college or currently enrolled in a college level degree program (preferred)
- Strong work ethic and understanding of the organization's mission, vision, and core values
- Excellent interpersonal skills and ability to communicate with individuals inside and outside the organization
- Interpersonal skills to create a pleasant experience for all customers
- Customer-focused attitude; personable and attentive
- Active listener; good telephone etiquette
- Patience and listening skills to respond appropriately and interact positively with upset customers

- Excellent written and oral communication, presentation, and proof-reading skills
- Strong attention to detail
- Experience in Microsoft Office (Word, Excel) required
- Ability to work independently, with little to no guidance
- Verbal and written communication skills to interact clearly with customers, vendors and other employees
- Organization skills to keep accurate records and find important information quickly
- Time management skills to prioritize and complete a side variety of tasks throughout the day

LOCATION AND TRAVEL

- **Position based in Indianapolis to work at Music for All headquarters**, with the occasional opportunity to work remote.
- A substantial portion of Music for All's operations include the planning and execution of special events; travel and weekend hours may be required at times. Each Music for All employee and intern may have on-site event production duties and responsibilities, though it is **anticipated that this position will not travel with high frequency**. In all cases in which travel is required, individual travel expenses, including transportation, housing, and meals will be covered by Music for All.

APPLICATION PROCESS

Please submit a cover letter, resume and professional references online ASAP. All correspondence will be conducted through email. Music for All, Inc. is a 501(c)(3) not for profit educational organization and is committed to a diverse workforce.