

POSITION DESCRIPTION

POSITION TITLE: Audience and Member Services Intern

REPORTING RELATIONSHIPS:

The Audience and Member Services intern reports to the Director of Audience and Member Services and works closely with other members of the Fisher Center team including Business, House and Box Office Management, and the Spiegeltent staff.

POSITION SUMMARY:

The Audience and Member Services intern will assist in a variety of activities to support the overall SummerScape guest experience, communication strategy, and administrative process.

RESPONSIBILITIES:

Guest Experience

- Guest Experience training - materials production and workshop coordination
- Box Office Agent/Front of House observation and shift work
- Special event coordination

Communications

- Manage strategy, configuration, and deployment of pre/post event email communication (Tessitura and Wordfly)
- Assist with collateral creation, approvals and production
- Serve as a liaison with the PR and Marketing team
- Produce and coordinate way-finding signage
- Track and organize ongoing guest and staff feedback

Administration

- Coordinate meetings
- Create and distribute meeting minutes
- Assist with assorted admin duties (errands/deliveries/supply orders/materials distribution)

QUALIFICATIONS:

Candidates must have outstanding communication skills, superior attention to detail, and the ability to empathize. A curious intelligence, keen problem solving and conflict resolution skills, and the ability to successfully handle multiple priorities are also a must. Proficiency with Google Team drives and docs, email platforms such as Mail Chimp, Microsoft Office including Word, Excel, Outlook, PowerPoint and other

Windows applications. Working knowledge of Tessitura is a huge plus but not necessary.

EMPLOYMENT DURATION/SCHEDULE/COMPENSATION:

The weekly schedule is flexible and averages between 15-30 hrs/week.

Length of employment is also flexible and is between 12-18 weeks, May – August.

Hourly rate is \$11.10 and on-campus housing is available.