

Patron Services & Venue Management Intern

Kauffman Center for the Performing Arts is seeking an enthusiastic individual who is looking for hands-on Patron Services experience in a fast-moving environment. This internship will include experiences in customer service, safety and security, performance planning and management, as well as volunteer management, communications and event planning.

Timeframe:

Internships are 10-12 hours per week with the potential for select evening or weekend events. Dates may be flexible to accommodate school schedules; **please indicate availability in a cover letter** (ex. I have class on Mondays and Tuesdays but would be available these times on Wednesdays, Thursday and Fridays; I will be traveling from August 1 – August 7 and would not be able to work then, etc.

- **Summer internships** are from mid/late May thru mid/late August.
- **Fall internships** are from early September thru early December.
- **Spring internships** are from early-February thru early-May.

The right candidate:

- Is flexible, dependable, detail-oriented and self-starting.
- Has strong written and verbal communication skills with confidence in proofreading abilities.
- Has experience with data entry, PowerPoint, Excel, Word, email correspondence and social media platforms.

Preference may be given to candidates who meet one or more of the following criteria:

- Is enrolled in or has very recently completed a college degree in Arts Administration, Communications, Nonprofit Management, Venue Management or Performing Arts.
- Has previous work experience in the fields of Event Management, Ticketing Services, Public Relations, Customer Service or similar.
- Has experience with customer service or arts administration.

Responsibilities:

Assist with Prepping for Performances

- Attend weekly events meetings and communicate pertinent takeaways to the team.
- Compile performance information and prepare various show night documents.
- Conduct front of house walk-throughs for *Kauffman Center Presents* performances.
- Communicate with Ticket Office regarding patrons who have accessibility needs and coordinate the fulfillment of those needs.
- Shadow Performance Lead during shows for a well-rounded understanding of front of house operations.
- Maintain and review quality control on performance nights for various front of house roles.

Assist with Internal Communications and Teambuilding

- Plan and execute monthly teambuilding events.
- Create a plan for rewarding staff during Customer Service Appreciation Week.
- Assist with planning, scheduling and assignments of part-time staff for Future Stages Festival, the Kauffman Center's annual family-friendly public event.
- Compile all training materials into one unified document.
- Assist in coordinating annual volunteer training drill.

General Office functions and administrative support as needed.

The intern should be a local student who is available to work at the Kauffman Center. Flexibility for select evening and weekend events is expected.

Compensation:

A \$2100 stipend (delivered in two checks – one midway through the internship and one after internship completion) and two free tickets to a performance of the intern's choice will be provided. Staff are also happy to help arrange for course credit.

The Kauffman Center for the Performing Arts seeks a diverse talent pool affording equal opportunity to all candidates without regard to race, color, age, religion, sexual orientation, gender identity, national origin, disability status, protected veteran status or any other characteristic protected by law.

Application process:

Please email a 1-page résumé and 1-page cover letter to opendoors@kauffmancenter.org. No phone calls, please. All application items must be submitted as a complete package. In your cover letter, be sure to include why you want the position, relevant experience, computer skills and at least one professional reference's name, phone number and email address. References will be checked, and interviews will be conducted following the application deadline.

Applicants who would like to apply for multiple positions must submit separate resumes and cover letters for each position.

Visit kauffmancenter.org/internships for fall, spring and summer application deadlines.