



Mission:

The Kauffman Center for the Performing Arts' vision is to enrich the lives of communities throughout the region, country, and world by offering extraordinary and diverse performing arts experiences.

Patron Services Management Intern:

The 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 during the **summer of 2022 (preferred mid-May – mid-August)**. This role will include experiences in customer service, safety and security, performance planning and management, as well as volunteer management, communications, and event planning. Note: dates may be flexible to accommodate school schedules. All candidates should indicate availability in cover letter.

The right candidate:

- Can commit to a minimum of 10-15 hours per week during the course of the internship with some flexibility for select evening events, typically three- four per month.
- 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 recently completed a college degree in Arts Administration, Communications, Nonprofit 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 details from that meeting to the team.
- Compile show 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 performances 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.

Assist with Volunteer Management and Events

- Take, label and archive photos at performances and volunteer events (camera and training provided).
- Create biweekly social media posts for Kauffman Center Volunteers Facebook group.
- Collaborate with the Patron Services Team to plan and execute a volunteer social outing/event.
- Work with volunteer team to host their largest event of the year, the Volunteer Recognition Event; coordinate with external vendors and internal special event team members; manage day-of event preparation alongside Patron Services team members; and perform an event lead role.
- Work alongside the Patron Services Team to lay out and execute the logistics and event timeline for the annual volunteer and staff training; prepare Volunteer Office for biweekly training sessions.

General Office functions and administrative support as needed.

Intern should be a local student who is available to work on-site. The Kauffman Center has many COVID-19 safety precautions required when on-site. The precautions will be discussed further during the interview process. Interns should expect to work primarily during normal business hours, but flexibility for select evening and weekend events is expected.

Proof of full vaccination is required.

Compensation:

While this is an unpaid internship, staff is happy to help arrange for course credit. Interns will have the unique opportunity to participate in the daily workings of a large, well-known performing arts center and young nonprofit organization alongside a tight-knit team. Our goal is for each of our interns to walk away with a portfolio of event planning, social media management, arts management, volunteer coordination and retention, and data management experience. We want each of our interns to end their time with us with a renewed appreciation for the Arts.

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: Sarah Milosevich at smilosevich@kauffmancenter.org by **Monday, April 4, 2022**. No phone calls, please. Additional materials, including writing or work samples, are welcome but not required. 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. References will be checked, and interviews will be conducted.