



FESTIVAL • SCHOOL • ARCHIVES • COMMUNITY PROGRAMS

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Title: House Management/Ticket Services Intern

Status: Seasonal

Reports to: Operations & Production Manager

Works with: Festival Staff, Incoming Company staff members

Dates: 5/22/12 – 8/30/12

Responsibilities:

Two House Management/Ticket Services Interns will house manage either the Ted Shawn Theatre or Doris Duke Theatre as well as work in the Box Office. While house managing, duties include training and supervising volunteer parkers and ushers; managing the audience's entrance, seating, and exit from the theatre; ensuring prompt curtain times; maintaining appropriate conditions in the theatre; and auditing theatre attendance. The interns work closely with the Audience Services Manager, the Ticket Services Manager and Production staff. Working with Ticket Services, responsibilities include box office duties, educating patrons, providing exemplary customer service, processing orders and exchanges, and assisting with projects in data management.

Qualifications:

Candidates should be confident in a public leadership role, detail-oriented, organized, an effective time manager, problem solver, and self-motivated. Excellent interpersonal and customer service skills are a must. Experience in house management, retail customer service, and accounting are preferred. Excellent computer skills in Word, Excel, and Internet research are preferred.

For full job descriptions and to apply please visit
<http://www.jacobspillow.org/education/internships/>