Weston Playhouse Theatre Company
AUDIENCE SERVICES INTERN
Seasonal, Full-time

Reports to: Box Office Manager
Start Date: May 25, 2020
End Date: August 30, 2020
Work Week: 6 days, 8-10 hours/day, which includes nights, day off may vary week to week
Housing: Shared room, kitchen and bath in company housing
Compensation: $150/week, housing included

Responsibilities include, but are not limited to:

- Provide excellent customer service to patrons over the phone and at the box office including:
  - Single ticket sales;
  - Gift certificate redemption and sales;
  - Merchandise sales;
  - Restaurant reservations;
- Present and maintain a welcoming environment for patrons;
- Assist in maintaining up-to-date patron records;
- Perform inventory for concessions and merchandise;
- Contribute to the organization and efficiency of the physical box office locations;
- Run various box office and sales reports;
- Responsibly manage patron payments;
  - Count cash drawer at beginning and end of all Box Office hours and confirm daily deposit amounts;
- Work will call and concessions during performances;
- Work with and support groups of volunteers;
- Attend Intern Meetings;
- Assist in other departments as assigned, including production changeovers;
- Provide support for special events or company projects as needed;

Requirements:

- Excellent interpersonal, organizational, collaborative, and communication skills;
- Interest in customer/audience services, special events, and theatre productions;
- Must enjoy working with people and be interested in hospitality and community relations;
- Minimum 1-year experience and/or study, preferably at the university level, concentrated in theatre studies or hospitality;
- Computer literacy with emphasis on Office 365 preferred;
- Experience with PatronManager is a plus;
- Ability to work irregular schedules, including nights, with a positive attitude;
- Ability to manage multiple, overlapping productions, projects, and personalities with grace;
- Ability to lift up to 50 lbs. safely with assistance;
- At least 18 years of age;
- Ability to thrive in a rural area with limited cell phone reception

Interns work side-by-side with Playhouse staff and top New York and regional directors and designers. Intern discussions are scheduled every other week with a variety of Playhouse staff and artists, providing hands-on knowledge and experience.

Updated November 2019
Weston Playhouse Theatre is an equal opportunity employer that does not discriminate in its hiring practices and, in order to build the strongest possible workforce, actively seeks a diverse applicant pool.

To apply, send cover letter, resume, and three references to hiring@westonplayhouse.org.