



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 with 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.

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 hire@westonplayhouse.org.