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## Gibney Dance Center: Class & Rental Internships

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### GIBNEY DANCE CENTER CLASS & RENTALS INTERNSHIPS

#### OVERVIEW

Gibney Dance offers the opportunity to earn free dance classes with some of the field's most exciting teachers while gaining exposure to a fast-paced arts-administration environment. Through ongoing managerial support and feedback, as well as other professional development activities, our internship program strives to provide the next generation of arts and non-profit leaders the skills and knowledge necessary to advance the most pressing issues facing their chosen fields today.

All interns represent Gibney Dance during normal operating hours at both of the company's 890 Broadway and 280 Broadway locations, as well as at the organization's programs and events. We offer a friendly and fun, yet focused environment where individuals come to work and build their careers. As such, we look for individuals who demonstrate:

maturity and professionalism

strong ability to work both independently and as part of a team

willingness to take ownership of responsibilities and projects

adherence to core Gibney Dance values, including respect, self-expression, collaboration,

innovation, and entrepreneurship

The Class and Rentals Internship focuses on developing a unique skillset centered around professional customer service, and includes training in software such as MindBody, Quickbooks, and InDesign. Interns work alongside Gibney Dance staff and personnel to gain hands-on experience in the daily operations of our vibrant performing arts center.

The Class and Rental Internships (CRI) require a 4-month commitment of 16 hours per week. Exceptions may be made for academic credit. CRIs receive a small monthly honorarium, unlimited Contemporary Forms classes, and 2 classes per week in the Resident Ballet Program.

#### RESPONSIBILITIES

##### GENERAL TASKS

All CRIs assist with general administrative tasks as needed. Specific responsibilities may include:

Answering phones and providing information

Taking rental and class payments

Running errands

Assisting with bulk mailings

Helping maintain operations and facilities

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##### CUSTOMER CARE

Gibney Dance prides itself in identifying and being responsive to the needs of performing artists. We look for a deep appreciation for the art of dance and the creative process, entrepreneurial curiosity, and a passion for administrative innovation. We hold ourselves to the highest standards of customer service. Specific responsibilities include:

Greeting guests in a warm, enthusiastic and helpful manner

Working as a team with the staff and other interns to provide outstanding and consistent customer service

Enforcing all policies and procedures for use of the spaces: be fair and firm

Awareness at all times of what is happening in the studios

Providing formal or informal orientations and answering questions for new visitors

Providing immediate and thoughtful responses to customer requests

Being responsive and pro-active in meeting renters' needs

Accommodating the creative needs of clients through operational solutions that safeguard and protect the space

Assisting in the maintenance of strong relationships with each location's building staff

Conducting customer service interventions, including the 3-Point Check In

Assisting in the maintenance a robust client database by capturing relevant details such as customer preferences and referral sources

#### CLASS REGISTRATION

Greeting students as they arrive for class

Registering new and existing students for classes

Managing class card sales

Managing receipt of multiple payment forms, including cash, check, credit/debit cards, and class cards

Being knowledgeable of class schedule and answering questions as needed

Being present at registration desk before class through the end of scheduled shift

Communicating with GDC staff and/or teachers about issues as they arise

#### REHEARSAL RENTALS

Taking space rental requests and answering booking inquiries

Invoicing customers and taking payment

Performing setup and breakdown for internal and external programs and events

Attending to renter needs as they arise

Running errands for all departments at Gibney Dance

Accommodating the creative needs of clients through operational solutions that safeguard and protect the space

Clearly communicating and enforcing studio rules and rentals policies

#### FACILITIES MANAGEMENT

CRLs assist in maintaining the smooth operation of both the 890 Broadway and 280 Broadway locations. CRLs enforce policies and practices that ensure the highest levels of safety, cleanliness and order of the Center. Specific responsibilities include:

Assisting with facility operations and maintenance

Implementing maintenance timetables and checklists

Establishing and enforcing basic "set up" for each studio

Ensuring standard inventory of products, equipment and supplies

Conducting Rounds, Runs and Routines at specified intervals

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#### REQUIREMENTS

Candidates should have some front desk or administrative experience

Candidates should be extremely detail-oriented

Experience with Microsoft Office Suite and particularly strong skills in Excel desired

Experience with MindBody a plus

Ability to multi-task and work under pressure

Candidates should be comfortable interacting with the public

To apply for a Class and Rentals Internship, send a resume and brief statement of interest [internships@gibneydance.org](mailto:internships@gibneydance.org) with the subject "CLASS AND RENTALS INTERNSHIP, YOUR NAME."

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