

Friday, December 13, 2024

## Patron Services Intern

Company: Jacob's Pillow

Location: Becket, MA

Compensation: \$2856 stipend tax-exempt, scholarships available

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### POSITION OVERVIEW

The Patron Services Intern plays a vital role in delivering an exceptional experience for patrons, artists, and staff at Jacob's Pillow. Working directly with the Patron Services team, the intern will gain hands-on experience in all aspects of guest services, including box office operations, ticketing, and front-of-house support for the 2025 Festival season. This position offers the opportunity to develop customer service and event management skills, engage with diverse patrons, and work in a dynamic arts environment.

### RESPONSIBILITIES

#### Ticketing

- Assist with the day-to-day operations of the box office, including selling, exchanging, and resolving ticketing issues at the window and directly with patrons.
- Manage the daily inventory of will call tickets, ensuring all tickets are printed, alphabetized, and prepared for every performance.
- Address additional ticketing requests via the box office email and assist the remote call center when needed.
- Maintain open communication with Front of House regarding pre-show updates, including changes to showtimes, performance cancellations, or weather-related adjustments, and ensure patrons are informed promptly.

#### Front of House

- Serve as the first line of communication and support for Theatre Managers.
- Assist with pre-show and Front of House setup, ensuring all supplies and equipment are prepared and operational.
- Support Theatre Managers with volunteer management, stepping into a leadership role when needed to assign tasks and roles to volunteers.
- Facilitate house opening procedures, assist patrons entering the theater, and address seating issues or patron concerns with effective problem-solving.
- Maintain close communication with the box office to ensure accurate timing for productions, helping shows start as close to their scheduled time as possible.

#### Additional Patron Services Tasks

- Assist with group visits, ensuring they are prepared and supported throughout their experience.
- Provide additional Front of House support for special events and Pillow activities, sometimes outside regular festival hours.
- Attend all department and staff meetings, contributing to team discussions and staying informed on operations.
- Show up on time and fully present for all assigned rotation shifts and duties.
- As a member of the intern class, you will be required to participate in general festival-related duties that aim to broaden your scope and understanding of the various arts administration and production roles that exist within this field as time allows and requirements evolve. These will include but are not limited to giving campus tours, assisting with production changeovers in the theater, golf carting patrons, handing out tickets at will call and other ways to interact with guests, moving chairs, setting up for events, errands, and transporting artists. Training will be provided prior to participation in these activities, and while these duties will be a part of your overall experience, you will still spend the majority of your time within your primary assigned role.
- 5-8 hours a week will be dedicated to participating in weekly seminars, career building conversations, attending dance classes, lectures, and performances.

### REQUIRED QUALIFICATIONS

- Strong customer service orientation and enthusiasm for engaging with a diverse audience.
- Willingness to be an example of inclusivity and foster a welcoming environment for all.
- Ability to assist and communicate effectively with patrons from varying backgrounds, cultures, and with diverse needs.
- Ability to maintain professionalism in a fast-paced, team-oriented environment.

### PREFERRED QUALIFICATIONS

- Interest in or experience with arts administration, customer service, event management, or a related field.
- Willingness to learn and grow in a dynamic environment.
- Openness to taking on leadership responsibilities in a front-of-house capacity.
- Comfort with being front-facing and engaging in diverse interactions with patrons, artists, and company members.
- Ability to adapt and remain flexible in a fast-paced setting where changes may occur quickly in the moment.
- Excellent communication skills and comfort interacting with large groups.

### SKILLS & ABILITIES

- Eagerness to learn and adapt to various aspects of arts administration.
- Ability to work collaboratively and with sensitivity toward patrons, artists, and colleagues.
- Demonstrated problem-solving skills and ability to respond calmly to challenges.
- Committed to a culture of continuous learning and growth, with a focus on advancing Inclusion, Diversity, Equity, Accessibility, and Belonging efforts, while fostering a welcoming, equitable, and supportive environment where everyone feels valued.

### WORKING CONDITIONS/PHYSICAL DEMANDS

- Office setting with shared workspace in close proximity to colleagues.
- Regularly required to be outdoors in varying weather conditions, including inclement weather.
- Shifts may require standing for extended periods.
- Ability to communicate effectively in loud and bustling environments.
- Adapting to a festival-style 6-day work week with varying hours and responsibilities.
- Occasional heavy lifting, such as moving tables, chairs, and event supplies across campus.

- Frequent interruptions and shifts between tasks in a busy, dynamic environment
- Working regularly outdoors in all weather conditions, including inclement weather.
- Working regularly in wooded areas with exposure to native wildlife, including, but not limited to, rodents, ticks, and mosquitos.
- Move objects across campus, with or without assistance, such as tables, chairs, and event supplies.
- Ability to work evenings and weekends.

#### APPLICATION PROCESS

Video and/or audio applications are welcome (though not required), in addition to written expressions of interest.

Potential candidates will submit their applications for consideration. The selection process includes:

Pre-Screening: Candidates will undergo a preliminary review, which may include a call or video interview.

First Interview: Selected candidates will have an interview with a seasonal Patron Services employee and possibly an employee from another department that collaborates closely with Patron Services.

Final Interview: Candidates advancing to the final stage will interview with the Director of Patron Services.

Additional Documents: We may ask for a writing sample or a sample spreadsheet to better understand your expertise and fit for the role.

Accessibility Accommodations: Should you require any accommodations to facilitate your application, please don't hesitate to reach out to us at [hr@jacobspillow.org](mailto:hr@jacobspillow.org). We are committed to providing support throughout the application journey, whether that's through email, a phone conversation, or a video call

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