

Tuesday, October 8, 2019

Center Intern

Company: Gibney
Location: New York, NY
Compensation: Monthly Honorarium/Class Credits/Discounted Studio Space

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Since its establishment in the Fall of 2010, Gibney's Center Internship Program has grown to a robust and integral part of our administrative ecosystem. The Center Internship focuses on developing a unique skillset centered on professional customer service and plays an integral part in upholding the welcoming community Gibney is known for.

Interns work alongside Gibney staff and share space with creative professionals to gain hands-on experience in the daily operations of our vibrant performing arts centers. Through ongoing managerial support and feedback, our internship program strives to provide the next generation of arts and nonprofit leaders the skills, knowledge, and networks necessary to advance in their chosen fields.

All interns represent Gibney during operating hours at both company's 890 Broadway and 280 Broadway locations, and are the first point of contact for our constituents. We offer a friendly, fun, yet focused environment where individuals come 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 values, including respect, self-expression, collaboration, innovation, and entrepreneurship

The Gibney Internship requires a 3-month commitment of 15 hours per week; exceptions may be made for academic credit. Gibney Interns receive a small monthly honorarium, 34 monthly drop-in class credits, and access to free and discounted rehearsal space for their own artistic exploration.

RESPONSIBILITIES

All Gibney Interns 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

CUSTOMER CARE

Gibney 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
- Properly fielding phone calls to the appropriate department and staff
- 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

CLASS REGISTRATION

- Greeting students as they arrive for class
- Registering new and existing students for classes
- Processing 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 Gibney staff and/or teachers about issues as they arise

REHEARSAL RENTALS

- Answer rental inquiries (i.e. availability, pricing, studio dimensions, policies)
- Taking customer payments
- Performing setup and breakdown for internal and external programs and events as needed
- Attending to renter needs as they arise
- 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

Gibney Interns assist in maintaining the smooth operation of both the 890 Broadway and 280 Broadway locations. Gibney Interns 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

REQUIREMENTS

- Candidates with front desk or administrative experience preferred
- Candidates should be extremely detail-oriented
- Experience with Microsoft Office Suite desired
- Experience with MindBody and/or Salesforce a plus
- Ability to multi-task and work under pressure
- Candidates should be comfortable interacting with the public

Standard Shift Schedule

280 Broadway

Weekdays:

7:30AM - 12:30PM

12:30PM - 5:30PM

5:30PM - 10:30PM

Weekends:

9:30AM - 2:30PM

1:30PM - 6:30PM

5:30PM - 10:30PM

890 Broadway

Weekdays:

8:00AM - 1:00PM

12:30PM - 5:30PM

4:30PM - 9:30PM

Saturdays:

9:00AM - 2:00PM

1:30PM - 6:30PM

4:30PM - 9:30PM

Currently accepting applications for our Winter Internship

Application Period: October 1st - October 31st

Internship Duration: January 2nd - March 31st

Mandatory Orientation: December 16th

To apply, please send in your resume and cover letter in PDF form to internships@gibneydance.org. Due to the volume of applications received, phone calls will not be accepted.

Gibney encourages applicants from diverse backgrounds to apply. We seek to create an equitable, inclusive and diverse workplace representative of the core values of our organization.

Gibney is an equal opportunity employer. We do not unlawfully discriminate on the basis of race, ethnicity, color, gender identity, sexual orientation, religion, national origin, ancestry, age, physical or mental disability, legally protected medical condition including pregnancy, childbirth, or related condition, family care status, veteran status, marital status, genetic information or any other basis.

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