



www.littlelake.org

(724)745-6300

Job title	<i>Arts Management Intern</i>
Reports to	<i>Managing Director</i>

Job purpose

- The Arts Management Intern will serve two primary purposes:
 - Managing ticketing & Box Office activities for Looking Glass Theatre productions
 - Special projects involving marketing, fundraising, publicity, and other areas related to the business management of the company. As Little Lake Theatre is a very small company (2 full time employees), there is a lot of room for this position to gain hands-on experience in all aspects of managing a small nonprofit theatre.

Duties and responsibilities

Looking Glass Theatre Box Office

- Serve as the primary touchpoint for Looking Glass Theatre patrons, providing excellent customer service via phone, email, and in person.
- Processing ticket orders received via mail, phone, online, or in person for Looking Glass Theatre. Primary task areas will include
 - Fulfilling Kidcard packages, single tickets, group tickets, comp tickets, gift certificates, and ticket exchanges
 - Maintaining seating charts for performances,
 - Printing and racking tickets for all productions
 - Creating house lists for the Managing Director (MD) as requested.
 - Handling cash, credit cards, and checks for ticket purchases, following bank procedures as directed by the MD.
- Maintaining ticketing records for all patrons and productions, both in hard copy (subscription binders, etc) and digitally in LLT's Showclix database, and any other digital formats or databases as assigned by the MD. Tasks include
 - Creating and organizing hard copy records as needed
 - Digitalizing hard copy records as requested
 - Data entry/account maintenance/identifying potential duplicate accounts
- Setting tables/chairs for each performance, based upon the seating chart, in coordination with the MD.

Arts Management Special Projects

- Researching the western Pennsylvania theatre community and community theatres in the United states, building a profile of LLT's peers and competitors within the region and across the country
- Analysis of the company's ticketing history, including:
 - Statistical analysis & metrics creation for the company's current patron base
 - Researching patrons and building individual profiles for subscribers and donors
- Identifying potential sources of corporate, foundation, and governmental philanthropic support via research & prospecting in the local community
- Representing LLT at public community events, including staffing tables alongside staff or volunteers

- Assisting the company's historian in digitalizing and updating historical records
- Observing Looking Glass Theatre rehearsals to learn about the entire production process
- Attending staff meetings as communicated by the MD
- All other duties as assigned

Qualifications

Qualifications include:

- Basic computer skills, including fluency in Microsoft Office products (Word, Excel, Powerpoint); social media expertise is a plus
- Must provide the approved necessary clearances to work around children and families
- An interest in pursuing a career in arts management or non-profit management; experience in theatre is preferred, but not required
- Ability to lift up to 25 pounds on occasion
- This is a full-time internship, 30-35 hours per week, Tuesday-Saturday, May-August; work schedule will vary based on duties and the theatre's performance calendar. Internship start/end dates are negotiable.
- This is an **unpaid internship**.

Direct reports

The Arts Management Intern reports directly to the Managing Director. If the Managing Director is not available, the Artistic Director will act in the MD's place as necessary and has decision-making authority. This position will also interact with Box Office Associates, who will be involved in much of the management of the Looking Glass Theatre portion of the position.