



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

Summary

Little Lake Theatre (“LLT”) is a 501(c)3 nonprofit community theatre founded by Will Disney in 1949. LLT has been an integral part of the western Pennsylvania artistic community for 70 years and presents 11 MainStage plays for adults and 4-5 Children’s Theatre plays for young audiences each season. In addition to producing plays, LLT offers theatre summer camp for children, an Apprentice program for teens, and adult acting classes designed to introduce people to the world of theatre or to expand and develop their skills. LLT is seeking an intern to work on special projects involving marketing, fundraising, and publicity. The Arts Management Intern will be involved in and learn about the business management of a small nonprofit theatre, including managing the ticketing and box office activities for all Looking Glass Theatre productions.

Duties and responsibilities

Looking Glass Theatre Box Office

- Serve as the primary contact for Looking Glass Theatre patrons, providing excellent customer service via phone, email, and in person.
- Process ticket orders received via mail, phone, online, or in person for Looking Glass Theatre. Primary task areas will include
 - Fulfill KidCard packages, single tickets, group tickets, comp tickets, gift certificates, and ticket exchanges
 - Maintain seating charts for performances
 - Print and rack tickets for all productions
 - Creating house lists for the Managing Director (MD) as requested.
 - Handle cash, credit cards, and checks for ticket purchases, following bank procedures as directed by the MD
- Maintain ticketing records for all patrons and productions, both in hard copy (subscription binders, etc) and digitally in LLT’s Artfully database, and any other digital formats or databases as assigned by the MD. Tasks include
 - Create and organizing hard copy records as needed
 - Digitalizing hard copy records as requested
 - Data entry/account maintenance/identifying potential duplicate accounts
- Assist with setting up tables/chairs for each performance, based upon the seating chart
- Attend staff meetings as requested by the MD

Arts Management Special Projects (to be finalized based on intern’s interests/skills)

- Analyze LLT’s ticketing history, including:
 - Statistical analysis & metrics creation for LLT’s current patron base

- Research patrons and build individual profiles for subscribers and donors
- Identify potential sources of corporate, foundation, and governmental philanthropic support and file applications to secure that support
- Represent LLT at public community events, including staffing tables alongside staff or volunteers
- Assist LLT's Board of Directors/Historian in digitalizing and updating historical records
- Observe Looking Glass Theatre rehearsals to learn about the entire production process
- Create, distribute, and analyze an audience demographics survey

Skills/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 including PA Act 33 and Act 34
- An interest in pursuing a career in arts management or non-profit management; experience in theatre is preferred, but not required

Hours and Attendance

This is a full-time, unpaid internship. There is opportunity for school credit if allowed by the college/university of applicant. Time expectations are 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.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; bend; kneel; use hands to finger, handle or feel; and reach with hands and arms. This position requires the ability to lift equipment, props, and supplies up to 25 lbs.

Direct Reports

The Arts Management Intern will report directly to the Managing Director and secondarily to the Artistic Director. 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.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the intern. Duties, responsibilities and activities may change at any time with or without notice.