

## **Troy Savings Bank Music Hall Corp.**

Job Title: Box Office & Administration Internship

Compensation: Unpaid, but may be applicable for college credit.

### **SUMMARY**

The Troy Savings Bank Music Hall recognizes the value of on-the-job experience in developing the careers of upcoming arts and nonprofit administrators and is seeking a creative, curious and motivated intern who is interested in an arts or music administration career to join our small administrative team. This internship will provide the opportunity to work in a historic environment with world class artists providing invaluable experience in the areas of box office support & operations, public relations, concert promotion and nonprofit business practices. Our 1180 seat venue in downtown Troy hosts a wide ranging variety of musical concerts and events throughout the year.

### **RESPONSIBILITIES**

- ❖ Greet and assist patrons that visit or call the Box Office to purchase tickets, gift cards, subscriptions, CDTA Navigator cards, etc.
  - Process single, subscription and group ticket orders in-person and by telephone.
- ❖ Maintain a positive, professional and user-friendly box office experience for patrons. This will include maintaining a thorough knowledge of events or performances taking place at the Music Hall.
- ❖ Assist in day-of-show box office operations including monitoring will call for events or collecting tickets, dispensing programs or guiding patrons to general seating areas.
- ❖ Work with Patron Relations Manager to track and monitor ticket sales and promotions success.
- ❖ Follow Administrative Office and Box Office procedures to insure financial accountability and compliance with sales, customer service, ticketing, donations, and fulfillment policies, as well as other company policies and procedures.
- ❖ Other duties may be assigned by various departments within the Music Hall Administrative Office, including but not limited to the following:
  - Provide general support to the Director of Marketing; post event flyers and posters around the Capital Region and performing/completing Theatre Manager database projects which may include tasks such as merging, analysis, clean up, etc. to make sure our patron records are accurate.
  - Assist the Director of Development by helping to prepare tax acknowledgement and membership renewal letters to send out to our donors, sponsors and members of the Music Hall, facilitate partnerships with local organizations and businesses as part of our Member Benefit Program as well as assisting the Director with special events, depending on the time of year.
  - Assist the Director of Finance and Administration by providing hospitality support for visiting artists as well as assisting with the yearly audit process and preparation for the Music Hall.

### **PREFERRED SKILLS**

- ❖ Previous customer service experience and interest in the Musical and Performing Arts preferred.
- ❖ Some Evening and Night availability (to work at performances) preferred.
- ❖ Good computer skills and past experience with a ticketing system a plus.

### **REQUIREMENTS**

- ❖ Applicant must be a student currently enrolled in an Undergraduate or Graduate Degree program and able to receive college credit. Ideal candidates will have an interest in nonprofit or arts management and/or concert/event promotion.
- ❖ Academic schedule that accommodates some hours within regular business hours; possible evenings and weekends for performance/show support.
- ❖ Appropriate dress and appearance are important for job customer interaction.
- ❖ Ability to count money and give accurate change.

**CONTACT**

To apply, please send a resume and letter of interest via email to Brittany Meegan, Patron Relations Manager, at [brittany@troymusichall.org](mailto:brittany@troymusichall.org).

**NOTE:**

The Troy Savings Bank Music Hall Corp. is a 501(c)3 non-profit organization that works with artists from around the world, as well as local artists, and collaborative partnerships with other local arts organizations. If you are interested in interning with the Music Hall, but would like to further investigate other departments or business practices, please let us know at the time of your application or interview. We recognize that everyone has different interests and strengths, and we hope that students will make the most out of their time in our historic Hall.