



INTERNSHIP CALL: Patron Services & Operations Assistant

Title: Patron Services & Operations Assistant

Hours: Part Time: May 1 – August 31 (approximately 20 hours per week May to mid-July, with increased hours in late July and August)

About SummerWorks

Founded in 1991, SummerWorks Performance Festival is widely recognized as one of the most important platforms for launching new work– locally, nationally and internationally. Every August, SummerWorks hosts artists and projects interested in continuously reimagining and innovating the possibilities of performance while insisting on accessibility, integrity, and professionalism. www.summerworks.ca.

Patron Services and Operations Assistant: Description & Duties

An internship at the SummerWorks Festival gives interns an inside view of the processes and structures necessary to help produce a festival and support new work development. Interns will develop relationships with artists and Festival staff, and work closely with the Patron Services Manager and Artistic and Managing Director to plan and execute the Festival. They will also receive mentorship, free access to Festival ticketed shows, workshops and professional development seminars. An August metropass will be provided or reimbursed to each intern. We prioritize interns for hiring considerations in paid positions upon completion of internships.

The Patron Services and Operations Assistant is an important part of our producing team. They are responsible for assisting with the planning and execution of our info desk, box office and front of house operations, contributing to a positive and memorable experience for our artists and audience.

The Patron Services and Operations Assistant reports to the Patron Services Manager.

The Patron Services and Operations Assistant's duties include:

- Work to ensure a positive experience for SummerWorks patrons when interacting with the Info Desk, Front of House and Box Office.
- Assist the Front of House and Box Office Managers prepare for operations in the lead up to the Festival.
- Assist in building online ticket sales in ticketing software.
- Assisting in the creation of the Front of House and Production Questionnaires for Festival artists.



- Assist in the updating and dissemination of all Info Booth, Box Office, Front of House manuals.
- Assist in the updating of all patron related text on the Festival website and marketing materials, as required.
- Coordinate materials for the load-in and strike of the Box Office and Front of House areas for all Festival venues.
- Assist in the daily box office reconciliation for all Festival Venues.
- Participate in venue site-visits, meetings and keeping meeting minutes, as required.
- Conducting ticketing software and pass sale research.
- Assisting in the upkeep and organization of the Festival storage space.

Patron Services and Operations Assistant: Qualifications

It is **essential** that the Patron Services and Operations Assistant has:

- Excellent computer skills, including familiarity with Microsoft Excel.
- Excellent organizational and project management skills.
- Ability to work independently and as part of a team.
- Attention to detail.
- Excellent communication skills.
- Front of House, Box Office and/or Customer Service experience.

It is **desirable** that the Patron Service and Operations Assistant has:

- Knowledge of the goals and activities of SummerWorks.
- Familiarity with the Toronto performance community.

To Apply

To apply for the position, please email applications@summerworks.ca by **Wednesday April 4, 2018** and provide:

- A resume of one page;
- A cover letter of no more than one page addressed to Laura Nanni, Artistic and Managing Director, that:
 - Addresses why you would like to work for SummerWorks, and
 - Illustrates how your skills, knowledge and experience match the duties and qualifications.

Please ensure that your full contact details are included in your resume and/or cover letter.

SummerWorks is committed to equality and diversity, both through our program of activities and as an employer. Our practices and procedures aim to reflect the varied needs, expectations and cultures of all members of our community. We make every effort to ensure that no member of the community receives less favorable treatment in our recruitment process or when accessing our services on the grounds of gender, gender identity, disability, race, religion or belief, age or sexual orientation.