

Internship Notice

Title: **Customer Relations Intern**
Department: Education
Supervisor: Director of Education & Community Programs
Effective Date: September 1, 2019

Summary

The Customer Relations Intern will assist with communications and relations with Opera Carolina subscribers and patrons as well as community contacts for engagement initiatives. The Intern may also assist with box office tasks during opera performances and represent the Opera at community events.

The Intern will work closely with the Director of Community Engagement and Customer Service and will actively engage in not only program planning and marketing, but also community relations with Opera Carolina's varied stakeholders and partners.

Expectations

This internship is unpaid and may be completed as Fall-semester only or span the full academic year. The internship will be comprised of 10-15 hours of work per week; a minimum of 10 hours per week is to be completed on-site in Opera Carolina offices. Summer internships are also available.

Description

Customer Service and General Administration

- Help to man the front desk during official business hours
- Assist with general Subscriber communications
- Update ticketing information as needed
- Respond to voucher requests
- Assist with Patron Dinner rsvps and the Thursday Shuttle
- Assist with lobby set-up and basic box office tasks before performances, including red carpet

Community Engagement Tasks

- Follow up with community contacts for ticketing and engagement
- Assist with creation of materials for community initiatives
- Participate in community initiatives and programming as needed and as available
- Set up and staff the Opera table at community events as needed

Requirements

- Strong communication and organizational skills
- Openness to work in a team environment
- A minimum of one semester of university or professional experience
- Ability to travel to Opera Carolina administrative offices and other community venues
- Ability to engage in some work outside of traditional office hours, including weekends
- Working knowledge of Microsoft Windows/Office, including Word, Excel, & Outlook are highly considered
- If a laptop computer and internet access is not available to you, you must be able to work all hours on-site

To apply, please send or email a cover letter, resume and at least one reference to
Alina MacNichol, Director of Customer Service and Community Engagement – alina@operacarolina.org