Title: Ticket Office Intern

Reports to: Ticket Office Management

Location: Charleston, South Carolina

Hours: 10 hours per week, Monday through Friday. Occasional weekends and evenings may be required. Start date and hours for this internship are flexible. Regularly scheduled intern hours will be up to the discretion of the intern supervisor.

Organization Background:

The Charleston Gaillard Center is an 1,800-seat performance hall located in Charleston, South Carolina. The newly constructed facility also contains 16,000 square feet of exhibit and meeting space, along with office and public spaces. The Charleston Gaillard Management Corporation is a non-profit 501c3 organization responsible for managing the facility.

The Gaillard Center's mission is to provide the Lowcountry with a world-class performance hall, elegant venue space, and vibrant educational opportunities inspiring our dynamic community through the power of the performing arts. We seek to enrich the diverse community of Charleston with artistic and cultural experiences that are accessible and unique, and to serve as an education resource for generations to come. For more information about the Charleston Gaillard Center, please visit [http://www.gaillardcenter.org](http://www.gaillardcenter.org)

Position Summary:

The Ticket Office Intern will work in the Gaillard Center's Ticketing Office under the direct supervision of ticket office management. The majority of work for this internship will take place during normal business hours (M-F 11AM to 6PM), with occasional show nights.

Responsibilities:

- Utilize SRO Ticketing Software
- Assist with Will Call during show nights
- Facilitate the purchasing process of tickets, memberships, and subscriptions to patrons
- Collaborate with various facets of the organization including ticketing, development, and operations
- Work with patrons and partnering organizations to deliver superior customer service
Objectives of Internship:

- Mastery of SRO ticketing software
- Develop exceptional patron service and problem solving skills
- Gain an understanding of what goes on behind the scenes at a nonprofit arts organization through cross-exposure activities with various departments
- Gain awareness of the Gaillard’s brand as it relates to the mission of the organization

Position Requirements:

- Earned or pursuing a Bachelor’s Degree in arts management, or a related field
- Excellent verbal and written communication skills
- Attention to detail and organizational skills
- Customer service oriented, preferably with prior patron experience
- Successful applicant must have a passion for the arts and a drive to learn about the functionality of an arts nonprofit

Compensation:

Paid stipend of $500 upon successful completion of internship

To Apply:

Please send resume and cover letter to ticketing@gaillardcenter.org

Applications will be reviewed on a rolling basis and applicants will be notified if selected for interview. Please no phone calls.