



## **SUMMER INTERNSHIP DESCRIPTION**

**TITLE:** Patron Services Intern  
**REPORTS TO:** Patron Services Manager  
**DEPARTMENT:** Marketing  
**STATUS:** Full-time or Part-time, unpaid

### **SUMMARY DESCRIPTION:**

The Patron Services Intern aids the Patron Services department in the implementation of the CSO marketing, ticketing and patron services strategy.

### **RESPONSIBILITIES LIKELY TO INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:**

- Customer Service and Ticket sales (subscription and single tickets) Answering phone calls and servicing needs of customers
- Pricing Setup. Assist in implementing dynamic pricing
- Patron Inquiry Response. Reply to and organize patron inquiry and concert feedback emails.
- Summer Pops Event Planning and Execution: Assist with overall Summer Pops execution including planning and organization, event set-up, day of show front of house operations.
- General Administrative Support: Archive subscription orders, prepare summer season ticket mailing, other administrative duties as assigned

### **WHAT WILL I LEARN?**

Basic reporting using a CRM database | Functionality of dynamic pricing and inventory management | Understanding of how the CSO marketing team develops and implements plans to promote a new season: Customer segmentation, Concert specific marketing, Subscription promotion, On Sale campaign rollouts, Telemarketing operations.

### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**

- Customer service, cash handling and sale experience helpful
- Excellent written and verbal communication skills
- Knowledge of non-profits/performing arts helpful
- Ability to work independently, move between tasks easily and effectively, prioritize projects, and meet deadlines
- Ability to work collaboratively
- Proficiency with Microsoft Office software and ability to learn additional software applications

To apply, please send a letter of interest and resume to [employment@charlottesymphony.org](mailto:employment@charlottesymphony.org)