



Title	Front of House Intern (2)	Weekly Hours	40 including nights and weekends
Department	Front of House	Time Frame	June 4th through Sept 8th
Department Head Direct Supervisor	Jess Bush and the house managers at each venue		

Position Overview:

- BSC Front of House is a fast-paced and customer service driven department with a heart for the Pittsfield community and the mission at the heart of BSC
- Front of House (FOH) Interns will be working primarily in House Management, but will also get some experience working in our Box Office
- FOH Interns represent Barrington Stage in a welcoming, professional, and courteous manner
- Ensure safety and comfort of all of our patrons from prior to their arrival (Box Office sales calls) through departing post show (House Management)

Primary Projects:

- Customer service – attend to the needs of patrons throughout the theatre going experience
- Tessitura Software Competency - learning how to sell tickets, run some reports, and data cleanup and analysis
- Shadow each HM Team member and then lead HM one performance at the St. Germain, the BQ and Mr. Finn's at the SG.
- Lead multiple volunteer pre-show orientations

Additional Projects and Responsibilities:

- Sub in at Concessions in an emergency
- Assist with the running of the Gift Shop and merch inventory tracking
- Read scripts for the Summer Season 2024 in order to be able to address customer questions about the content of the shows offered for the season
- Research or capstone projects to be determined

Job Requirements:

- Willingness to learn and try new things

- Ability to problem solve, utilize active listening, patience and empathy with patrons
- Some level of customer service experience that BSC can build off of
- Preferred but not required – some POS/CRM experience
- A love of helping others
- Strong organizational skills
- Ability to work with grace under pressure while making quick decisions
- A valid driver's license (access to a car for the summer is preferred)

Ideal Qualifications:

- A genuine interest in a front of house career

Skills the intern will develop or learn while in the internship:

- Tessitura – how to use an industry specific CRM database
- Customer Service – how to interact with a diverse spectrum of customers with varied expectations in different settings
- Deepen communication skills with our customers
- Identify when to escalate customer concerns up the chain of command
- One-to-One patron engagement and problem solving.
- Crowd Management in two different venues
- The importance of creating a inclusive and welcoming environment for patrons
- Volunteer coordination and training

Example “Day in the Life:”

It's a Thursday and we have a musical happening at the BQ (our 522 seat theater).

Your rough schedule:

- 3pm-5pm in the Box Office, taking phone calls, assisting patrons who have questions, etc
- 5pm-6pm is your meal break
- 6pm-7pm is House Management prep (making sure programs are stuffed, helping get the gift shop and concession stand set up, walking through the space to make sure everything is clean and ready for patrons, etc
- 7pm Volunteer meeting takes place
- 7:15pm the lobby opens for patrons
- 8pm the show starts
- 11pm your shift ends after locking up with the House Manager