



Job Description

Position Title

Box Office & Social Media Intern

Reports To

Customer Experience & Marketing Manager

Applications due no later than April 30, 2024

One Position Available

Position Overview

Newport Classical (NC), a premier performing arts organization celebrating classical music, is seeking one Box Office & Social Media Intern to support our iconic summer Music Festival during July 2024. This multi-faceted role will support the NC team in achieving the goals of providing exemplary customer service to our patrons and donors, increasing concert revenue and attendance, advancing the reputation and brand visibility of the organization, and increasing awareness of concert programming.

This position's inter-related responsibilities focus on two (2) core areas:

1. Customer experience through box office management and customer service.
2. Concert promotion using social media platforms.

Key Roles and Responsibilities

Intern will assist the Customer Experience & Marketing Manager with the following:

1. **Box Office**

- Provide an exceptional customer experience by assisting patrons with ticket sales, exchanges, donations and general queries via phone, email and in person.
- Assist in managing the waitlist for sold-out concerts and contact patrons when tickets become available.
- Assist with onsite box office set-ups (tickets, door lists, event signage, merchandise, cash box).
- Assist with box office and merchandise sales during concerts.

2. **Marketing**

- Capture behind-the-scenes content for use on NC's Facebook and Instagram stories.
- Assist with capturing video and photography content for future use on social media platforms.
- Assist with developing content that supports ticket sales and organization branding.



Requirements & Skills

- Must be highly motivated and capable of thriving in a dynamic, multitasking environment with the capacity to work independently.
- Capable of delivering exceptional customer service, both in-person and over the phone.
- Prior customer service experience is required.
- Interest in social media and a good understanding of various social media platforms.
- Creative thinking and ability to generate innovative ideas for social media content.
- Detail-oriented with strong organizational skills.
- Possess outstanding oral and written communication skills.
- Interest or background in the performing arts, particularly classical music, preferred.

Location & Time Commitment

- Position is based in Newport, Rhode Island
- Part-Time, approximately 25 hours per week
- Time period = July 1 – July 21

Compensation

This is a paid internship offering \$15/hr.

The intern is responsible for securing housing and transportation for the duration of the internship.

The intern will manage their own personal expenses related to housing, transportation, and any other personal needs during the internship period.

Application Process

If you are interested in being considered for this internship opportunity, please send your resume and a letter of interest to info@newportclassical.org

APPLICATION DEADLINE: Applications due by March 15, 2024

Newport Classical is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. All qualified applications will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, age, or veteran status.



About Newport Classical

Newport Classical is a premier performing arts organization that welcomes people of every age, culture, and background to intimate, immersive musical experiences. We present world-renowned and up-and-coming artistic talents at stunning, storied venues across Newport - an internationally sought-after cultural and recreational destination.

Our iconic summer Music Festival, year-round Chamber Series, and family-friendly, free Community Concerts represent a broad range of composers, formats, artists, and sounds from the classical genre—ensuring there’s something for everyone to enjoy.

We are proud to be an essential pillar of New England’s cultural landscape—and to invest in the future of classical music as a diverse, relevant, and ever-evolving art form.

MISSION: To celebrate classical music as a living art form through inspiring concerts in intimate and historic locations.

VISION: Newport Classical embraces “Timeless Music for Today” through exceptional concert presentations, and prioritizes meaningful education and engagement opportunities that inspire, instill civic pride in the community, and embrace diversity of expression and artistic interpretation.

Originally founded in 1969 as Rhode Island Arts Foundation at Newport, Inc. and previously known as Newport Music Festival (NMF), Newport Classical has a rich and adventurous musical legacy, presenting American debuts of international artists and rarely heard works.

For additional information, visit newportclassical.org