



Job Description

Position Title

Box Office Intern

Reports To

Director of Marketing

Applications due no later than April 31, 2026

Position Overview

Newport Classical (NC), a premier performing arts organization dedicated to celebrating classical music, is seeking a detail-oriented and customer-focused Box Office Intern. This seasonal role is key to ensuring patrons have a seamless and enjoyable experience from ticket purchase through event attendance. The Intern will assist in managing daily box office functions, assist with patron inquiries, and support marketing efforts as needed. The role will also support the Director of Marketing in executing the goals of increasing patron satisfaction, and ensuring all online information is accurate and helpful.

Key Roles and Responsibilities

The Box Office Intern involves a variety of tasks essential to the success of our events. The key responsibilities include:

I. Box Office Operations

- Provide exemplary customer service to all patrons and constituents
- Become familiar with the PatronManager ticketing system through in-person and video training sessions
- Complete all aspects of ticket sales, including processing transactions (purchases, exchanges and converting returned tickets to donations), processing waitlists, and patron communication
- Respond appropriately to patron needs, via email and phone calls, accurately addressing issues and inquiries with professionalism
- Understand, troubleshoot, and correct technological issues related to box office software
- Manage concert waitlists and contact patrons should tickets become available
- Prepare complete and accurate door lists and distribute them to the Volunteer team
- Assist with email and text communications to patrons regarding event updates

Requirements & Skills

- Proven ability to deliver exceptional service and handle patron inquiries with professionalism and courtesy
- Experience with ticketing software or point-of-sale systems is preferred
- Excellent verbal and written communication skills, with the ability to communicate clearly with patrons and collaborate effectively with the team
- Strong organizational skills and attention to detail to manage ticketing and patron data accurately
- Minimum of one (1) year customer service experience



• Proficient in Microsoft Office Suite (Word, Excel, Outlook)
• A passion for, or experience in, the performing arts, particularly

Location & Time Commitment

- Location: The position is based in Newport, Rhode Island
- Position Type: Full-time, Seasonal
- Time period: June 15- July 20
 - Training: June 15- June 30; M,W,TH, 10 AM - 4 PM
 - Full Time Position: July 1 -20; Tuesday– Sunday, 8 AM to 2 PM

Compensation

Pay Rate: \$20 per hour (no benefits)

Application Process

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

APPLICATION DEADLINE: April 31, 2026

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.