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Ballet BC
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Intern: Patron Services Enhancement

Ballet BC is seeking an intern to analyze the current patron experience, research patron services in the arts, and design, as well as begin implementation of a patron services enhancement program. Specifically, the intern would address:

- Evaluation of current ticket buyers, subscribers & donors (determine tiers of patron enhancement; create target segments for personal attention)
- Evaluate customer service delivery & capacity at BBC
- Propose patron enhancement deliverables for different tiers
- Develop a plan (short-term & long-term) for patron enhancement to be executed; include resources needed for plan execution
- Develop a measure of success for the patron enhancement program
- Begin to execute the patron enhancement program

Qualifications:

- A Bachelor's degree from an accredited university or college, or equivalent experience;
- Able to set priorities, balance demands of multiple tasks, and meet deadlines;
- Strong interpersonal skills with the ability to work effectively independently and collaboratively as part of a professional team;
- Meticulous attention to detail and high level of accuracy;
- Strong organizational and analytical skills;
- Excellent computer skills with a high proficiency in MS Office applications; familiarity with GiftTool and Tessitura an asset.
- Outstanding communication skills, ensuring a professional quality in all communications: electronic, written, oral;
- Passion to work in the arts and with artists is preferred, with particular interest in the mission, programs and future plans of Ballet BC;
- Strong project management skills with the ability to balance multiple projects, competing demands and changing priorities;

Reports to: Director of Sales & Marketing and Development Manager

Salary: 4-8 month contract; salary and/or course credit negotiable

Please send your CV and letter of intent by noon on September 1, 2017 via email to: info@balletbc.com, Attention: Director of Sales & Marketing