



Box Office Operations Intern

Salary: Unpaid Intern / Volunteer

Reports to: Associate Director, Box Office & Sales Technology

Position Overview

We're looking for the right person to join the Liberty Science Center team as a Box Office Operations Intern. This individual's primary areas of focus will be: (1) Coordinating with Box Office leadership on CRM/ticketing database account management (2) Analyzing and executing accounts receivable duties in a variety of projects in any given week and (3) Coordinating with frontline Box Office staff to improve the guest experience. The Box Office Operations Intern will report to the Associate Director, Box Office & Sales Technology.

About You

You are a detail-oriented, analytical thinker who has a curiosity and thirst for knowledge about the inner workings of arts & cultural institutions. You are not afraid to take on new projects and responsibilities, and enjoy working in an upbeat, collaborative atmosphere. Any challenges in front of you look more like opportunities to make a positive difference.

Key Responsibilities

- In coordination with Box Office leadership, update and maintain the accounts and ticket orders within the CRM/ticketing database (Tessitura)
- Assist in the accounts receivable process, liaising with both LSC staff and partners to ensure timely delivery and payment for all goods and services
- Assess the effectiveness of front-of-house operations, brainstorming with key stakeholders on how to improve the overall guest experience
- Collaborate on ideating, developing and producing creative solutions that serve to strengthen LSC's brand, mission, and revenue
- Other responsibilities as needed

Preferred Knowledge, Skills, and Abilities

- Prior knowledge of ticketing, CRM, or POS systems as well as Microsoft Office and Google Docs
- Outstanding customer service and communication skills
- Ability to multitask and prioritize in a fast-paced environment

Preferred Qualifications and Experience

- Pursuing a degree in business management, nonprofit management or hospitality
- 1+ year of customer service experience
- Prior exposure to Tessitura or other CRM systems a plus
- Self-motivated, organized, and dependable

Work Culture at a Glimpse

Schedule

This is a part-time unpaid position. While primarily working during normal business hours, the ideal candidate would be occasionally available to work evenings or weekends as box office needs require. 15-20 hours a week, totaling 200 hours at the completion of the internship.

Travel

This position will not require travel outside of LSC.

Environment

Liberty Science Center is located in a beautiful waterfront state park in Jersey City, New Jersey. Not only is Jersey City easy to get to from any points in Northern NJ and Manhattan, but it also holds the title of the most diverse city in the United States. Employees have access to free parking, the Hudson-Bergen Light Rail, and the NJ PATH train. In addition, all employees have access to an on-site café, a terrace with stunning NYC views, and on-site yoga.

Physical Demands

While performing the duties of this job, the employee must be able to both stand or sit for long periods of time while working with staff both in the front-of-house area and in the administrative offices as well. The ability to lift 30 pounds is required. The position requires frequent visits to the museum floor (walking on concrete floors, climbing stairs, etc.), tolerating high levels of noise, and some public speaking, sometimes in noisy environments.

Benefits

- 25% discount in LSC gift shop
- 25% discount in on-site cafeteria
- Six free exhibit & theater passes after 100 hours of volunteering
- \$75.00 travel reimbursement once a year
- Volunteer Recognition dinner
- KUDOS rewards program

To apply:

Please visit our intern page on our website at: <https://lsc.org/index.php?cID=631>. After you apply online, please submit a resume and cover letter highlighting why you are a perfect fit for this position and how it fits within your career goals to intern@lsc.org.

Liberty Science Center is proud to provide an equal opportunity workplace. All qualified applicants will receive consideration for employment without regard to race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, genetics, gender identity, or veteran status and will not be discriminated against on the basis of such characteristics or any other status protected by the laws or regulations in the location where we operate.

LSC actively supports Americans with Disabilities Act and will consider reasonable accommodations.

To find out more, visit lsc.org or follow us on Facebook, LinkedIn or Twitter.