**JOB TITLE**: Operations Intern

**DEPARTMENT**: Operations

**REPORTS TO**: Director of Event Operations

**POSITION SUMMARY:**

An event-based internship assisting with event management for Indianapolis Symphony Orchestra events at Conner Prairie during the months of June through September. The Indianapolis Symphony Orchestra Operations Department manages the daily, weekly, and long-term processes for Indiana’s largest performing arts organization. We seek a highly motivated and organized individual ready to take on new challenges. This opportunity is ideal for business, event management, arts administration, music, or communications majors seeking to gain professional experience in an organization that values quality work and is willing to invest resources in your learning experience.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

* Assist the Operations team in the front of house setup and management of Kroger *Symphony on the Prairie* concerts as assigned.
* Work with the operations team and volunteers to prepare all front of house concert operations.
* Manage groups responsible for the setup of tables and reserved seating at Symphony on the Prairie concerts.
* Clearly communicate venue policies and demonstrate the volunteer assignments at Conner Prairie for volunteers. Specifically, for Tables, Reserved Seating, Tables Check In, Dance Floor, Sunset Lounge, and more.
* Onsite supervision of the ISO’s Sunset Lounge including setup, management of policies, and guest experience.
* Respond to patron requests including, but not limited to, ground policies, accessibility issues, and complaints.
* Routinely check-in with volunteers to ensure customer service expectations are met and venue policies are observed.
* Assist Event Manager(s) with responses to emergency situations.
* Perform other duties as assigned.
* Assist the Operations Department and event management team with projects related to the Indianapolis Symphony Orchestra.

**MINIMUM REQUIREMENTS:**

Candidates must have a valid driver’s license and must be available to work concerts at Connor Prairie

on weekends. Candidates should be able to pay attention to detail, multi-task, work both independently

and with a team in a fast-paced environment, be dependable, take direction, and meet deadlines.

Candidates should be computer literate- especially with Microsoft Word, Excel and Outlook.

**COMPENSATION:**

A paid internship with certain travel reimbursement included and school credit available. Unique opportunity to gain professional experience in the fast-paced field of concert management. A few other benefits to ISO internships include complimentary and/or discounted tickets to most performances, staff assistance in resume enhancement, and flexible scheduling.

**PHYSICAL REQUIREMENTS:**

Will be required to navigate stairs and be on uneven ground for long periods of time while outdoors at Conner Prairie. Requires long hours while conducting daily business operations in various weather conditions, including, but not limited to; heat, direct sun, rain. Position requires the hearing and visual acuity to converse with patrons and volunteers in person, over the phone, and via electronic communication with or without reasonable accommodation. Position also requires the ability to lift 35lbs without assistance.

**OUR MISSION**

To inspire, entertain, educate and challenge through innovative programs and symphonic music

performed at the highest artistic level.

**OUR VALUES**

At the Indianapolis Symphony Orchestra, we are one team committed to achieving our mission

through:

* Outstanding performance on and off the stage.
* Extraordinary service to both internal and external customers.
* A compassionate workplace built on trust and mutual respect.
* A culture of flexibility and openness to change.

**OUR DEIB VISION**

We endeavor to model practices of diversity, inclusion, and equity in all that we do, including programming, people and culture, and community building. Through these practices, we will build a universal sense of belonging for all who connect with the ISO.

*The Indianapolis Symphony Orchestra is proud to be an Equal Opportunity Employer. All qualified*

*applicants will receive consideration without regard to race, color, religion, gender, national origin,*

*age, disability, sexual orientation, veteran status or any other status protected by law.*

**Applications for this position should be sent to**

**jobs@indianapolissymphony.org.**