

INTERNSHIP DESCRIPTION

Position Title: Non-Profit Administrative Operations Internship

Organization: Grand Rapids Community Media Center

Department: Wealthy Theatre

Position type: Non-paid WT Internship

Date Written: November 1, 2006

Reports To: Director of Theatre Operations

Supervises: Volunteers

Position Summary: Administrative Operations Intern will receive instruction and real-world experience in the role of assisting with essential non-profit organization operations, especially those operations that pertain to a member organization with reliance on volunteer participation with events, and financial relationships with other NPOs. These operations include the expansion and maintenance of a vital volunteer program, some event coordination, dealing with client payments, sitting in on client negotiations and other aspect of theatre administrative operations.

Essential Functions: Administrative Operations Intern will head up tasks relating to volunteer coordination, scheduling and placing volunteers to work events at Wealthy Theatre in various capacities. This will include contacting and communicating with the volunteers by email and by phone, utilizing the volunteer software and existing database, and continuing to grow the program of volunteers and intern participation at Wealthy Theatre. Other tasks may include (but not be limited to) leading tours of theatre facilities for potential clients, learning about the process of rental agreement negotiations and associated issues of liability and invoicing, etc. Some customer account coordination such as entering payments and deposits into Quickbooks ledger (can train). Following up on requested theatre reservations to further move the rental process to a formalized agreement, etc. Creating promotional summaries of upcoming events and scripts for telephone greetings, to send to local media, etc. In times of high traffic, role and duties may temporarily be modified to accomplish the goal of running a smooth event.

Other Functions: Events coordination (evenings) when required will consist of opening the theatre prior to an event, interacting with / instructing volunteers, overseeing event and ensuring it runs well, finally closing up theatre after load-out. Volunteer coordination includes responding to signup emails, entering basic contact/interest info into database, determining which events need volunteers and scheduling them, providing training where necessary. Miscellaneous tasks may include anything related to daily operations, including but not limited to: setting up microphones, lights, chairs, tables, testing media; changing marquee listings; making promotional posters; answering telephone; giving tours; loading the concessions stand; clearing stage; etc. Day shifts (non-event shifts) will include a variety of tasks to perform during shift, along with normal volunteer coordination and promotional work, and other tasks.

Knowledge, Skills, and Abilities: Physically capable of lifting 25+ lbs., working briefly on a ladder, flexible schedule with some daylight shifts a plus. Willingness to tackle wide variety of duties, however big or small. Computer/internet skills. Ability to plan and schedule; good writing; people skills.

Advanced (Optional) Skills and Abilities: bilingual; Photoshop; lighting design; audio; advanced video editing; electrical skills; database entry; marketing and/or public relations experience.

Erin Wilson is the Wealthy Theatre Director of Theatre Operations, erin@grcmc.org / 616-459-4788x128