



Patron Services & Arts Administration Intern

Internship period: October 21, 2025 – January 30, 2026 or 250 hours equivalent

Deadline to apply: October 6, 2025 by 5:00PM MST.

To Apply: Complete the [Google Form](#) and email your resume to grace@phoenixchorale.org.

By submitting, you confirm that you have read and understood the internship description and eligibility requirements.

Remuneration: \$17/hour

Preferred In-Office Hours: Tuesdays / Thursdays 9-5PM with additional weekend and evening support during concerts (November 8 & 9, December 19-22, January 24&25)

To Apply: Fill out Google Form, email Resume to info@phoenixchorale.org.

Eligibility Requirements:

- Must be at least 18 years old.
- Must be legally authorized to work in the United States.
- Must be within commuting distance of our downtown Phoenix office.
- Must be actively enrolled in an undergraduate program for Fall 2025 or have graduated within the past two years.
- No specific course of study or minimum number of classes is required; online or in-person programs are welcome.

Questions? If you have any questions about your eligibility or this position, reach out to Phoenix Chorale by emailing grace@phoenixchorale.org.

What's next? Once the application period closes, the Phoenix Chorale staff will review applications and respond to all inquiries. Expect a response by October 10.

Job Description

What you'll do

You will work with the Patron Services & Communications Manager, one of the three full time office-based staff of the Chorale.

The Intern will be a key collaborative team member for:

- 1. Box Office duties-** manage demand during heavy ticketing periods. Under the supervision of the Patron Services Manager, respond in a timely manner to all box office queries.
- 2. Marketing** - timeline planning, content-making, and distribution of messaging for upcoming concert series (November, December, January).
- 3. Development** - Distribution AND stewardship (thanking, responding, data entry) for End of Year fundraising Campaign in Nov/Dec.

These are the hand-on, doors open, creative months; content production, watching performance and adapting as we get closer to shows/campaign end. Showing patience and a problem-solving posture with the public at front-of-house.

Time allowing, you may also pursue specific research projects we can't conduct regularly but would love to. We are open to any applicant's ideas for work in passion areas that might provide a valuable new set of cultural insight or data for audience/donor development Phoenix Chorale.

Specific responsibilities

- The responsibilities are to support the functional areas listed above.
- The most technical thing you will be asked to do will be to become highly familiar with our integrated Ticketing/Fundraising/CRM (customer data) platform. It's the core tool we use to run our box office, to trouble-shoot patron issues, to generate lists based on specific criteria for analysis, and for reporting on sales and fundraising. Nearly all of our office tasks rely on it.
- You will be having direct contact with the public by phone and in-person. We do not recommend this position to someone who is not comfortable with this type of interaction.

Desired qualifications

We are open to talented applicants of any background who have an interest and curiosity in choral music, performing arts, marketing, creative services and live events.

Attitude:

We are looking for someone who understands that the day-to-day detail work is key to learning how non-profits truly operate, and that taking good care of a \$10 donation might one day turn into a \$100k bequest. On the flipside, we would like someone confident in their interpersonal abilities, who won't feel they are too 'junior' to make a call back to a Board Member, offer a creative solution to a problem, or speak up in a brainstorm, and make a lasting difference!

Skills:

The strongest candidates will be self-starters who can work independently, stay organized, and follow through on both short-term and long-term projects.

- Organized and reliable – can keep track of, and (re)prioritize tasks. Flags the need for help or clarification before problems/delays arise
- Focused and detail-oriented – gathers and enters information accurately; doesn't sacrifice accuracy for speed.
- Self-motivated and proactive – able to push projects forward without needing constant direction; comfortable managing time across short-term tasks and long-term projects.
- Strong communicator – clear in both written communication and interpersonal interactions with patrons, donors, and colleagues.
- Creative contributor – brings ideas to brainstorming sessions, helps translate messaging into social media content, and supports audience engagement online

This position is ideal to get direct experience of various areas of arts administration. You'll experience what it really takes to support the art. During each of our 3 concert weeks during the internship, staff drop in to rehearsals to capture social media content and are on-site for every concert working front-of-house.

Specific Projects

Box Office & Front of House

Core responsibilities:

- Assist Patron Services Coordinator with ticketing and subscription needs.
- Process new purchases, sell add-ons, update patron records in CRM, and log interaction notes.
- Respond promptly to patron inquiries (phone, email, and web-based).
- Prepare for concerts:
 - o Print/mail tickets from CRM lists (bi-monthly)
 - o Collate comps and will-call tickets
 - o Confirm scanners are charged, connected, and working
 - o Gather signage for venue, print replacements if needed
- Work on-site during open rehearsals and concerts (evenings/weekends required):
 - o Support volunteer front-of-house team.
 - o Operate scanners, manage will-call, assist patrons as needed.
- Post-concert follow-up:
 - o Compile patron survey responses into cohesive shareable document.
 - o Track merchandise and CD sales: reconcile AudienceView report with physical inventory; update Google Sheet.
 - o Update contact information from sign-up sheets.

Marketing & Communications (Social Media)

Core responsibilities:

- Translate newsletter/event content into social media posts.
- Monitor mentions, stories, and articles for reposting opportunities.
- Create unique content around:
 - o **The Christmas Album** (evergreen)
 - o A Christmas related Giveaway
- Research peer choirs, classical music organizations, and creators for collaboration and trend inspiration.
- Respond to social media inquiries in a timely and professional manner.

Development & Fundraising

Core responsibilities (Nov-Dec):

- Assist with End-of-Year Campaign:
 - o Enter donor data and update donor notes into CRM.
 - o Help prepare batch thank-you letters and acknowledgements.

Research Project (as time allows)

Optional/secondary project:

- Compile a digital alumni and board member database from physical archives.
 - o Collect names, roles, and years of service (singers and board members).
 - o Identify board chairs by tenure.
 - o Cross-reference with CRM to determine current connections and contact info.
 - o Incorporate notes from prior alumni engagement efforts.
- Deliverable: A searchable database to preserve institutional history and support future alumni engagement.