**Guest Experience Internship**

The Durham Performing Arts Center in Downtown Durham seeks a Guest Experience Intern for this hands-on position with great exposure to many facets of the region’s #1 performing arts center including exceptional hospitality and general management.

Tasks include but are not limited to coordinating with executive and support staff to ensure a high performance, customer service-oriented work environment, demonstrating flexibility to meet the changing needs of the General Manager and other key staff. Additional tasks may involve a continuous review and analysis of guest feedback, front of house quality checks at select events, and assisting in the creation and distribution of guest survey reviews.

The Guest Experience Intern should be self-motivated and a quick learner who exhibits enthusiasm and leadership. Interns should demonstrate an ability to manage multiple projects and should be highly organized, possessing strong attention to detail. Ideal candidates should have excellent research abilities and strong communication and writing skills.

Requirements:

* Current enrollment at a college/university
* Candidates must be based in the Triangle and have reliable transportation
* Letter from school stating that intern will receive college credit for the internship
* Proficiency to use Microsoft Office programs, including Microsoft Word and Excel
* Ability to work at least 10-15 hours per week at DPAC with occasional availability for weekend and special events
* Arts Administration, Business/Marketing, Dramatic Arts or Hospitality/Program Management major preferred but not required

Individuals interested in the Guest Experience Internship with DPAC should forward their resume, a brief cover letter and all applicable information regarding their college internship program to Claire Myers at camyers@dpacnc.com.

Please enter "Guest Experience Internship" as the subject line.

\*Please note that due to the high volume of applications we receive only those candidates that move forward in the hiring process will be contacted for this position.

Hiring Manager(s) for this Position:

**Claire Myers**

Guest Experience Manager

Camyers@dpacnc.com

DPAC also has internships available in Marketing, Programming, Event Services, Theater Management, Ticketing/Group Services and Technical Production.

For more information on additional internship opportunities at DPAC please visit <dpacnc.com/internship>.

**THE ORGANIZATION:**

**Our Vision:** We believe in great entertainment experiences. We want to be our guests’ favorite place for live events.

**Our Mission**: To present one-of-a-kind, live entertainment events. From Broadway to concerts, comedy to family shows – ‘there is something for everyone’ at DPAC.

**Our Values:** Quality and service. We deliver these values with warmth, friendliness and an attention to detail that is the hallmark of our legendary red carpet customer service.

DPAC is committed to a workplace where everyone is free from bias, prejudice, discrimination, and harassment. The organization strives to ensure a welcoming work environment where everyone belongs and is valued, encouraged & respected for their unique contributions. We are focused on building a culture that acknowledges and values Diversity, Equity, and Inclusion.