

## **Operations Management Fellow**

### **EVENTS MANAGEMENT:**

#### **OBJECTIVES:**

To understand the role of the Events Office and Front of House Operations and how it relates to other departments at the Hop while developing customer service skills.

#### **SPECIFIC DUTIES:**

Assignments may include, but are not limited to:

- Work with Events Managers and House Managers on site dealing with patrons, volunteers, and staff
- Assist with Front of House preparation of events
- Assist with Events Office communications
- Assist with follow up of issues reported by staff and patrons after each show
- Assist in coordinating the Hops' community Volunteer Usher program
- Help with visiting artist merchandise
- Act as a liaison for the Events Office
- By the end of the term, will house manage a major Hop event independently

### **PRODUCTION MANAGEMENT:**

#### **OBJECTIVES:**

- Learn how to present and/or produce an event from budgeting through load out
- Gain exposure to labor, trades and employment policies
- Learn production contract content and requirements
- Be exposed to the interconnectedness of all facets of Hopkins Center Administration
- Develop customer service skills

#### **SPECIFIC DUTIES:**

Assignments may include, but are not limited to:

- Participate in the preparation and operations of various events
- Prepare and distribute information within the production department and its personnel
- General office / administration duties

### **REQUIREMENTS FOR OPERATIONS FELLOW:**

- Flexible schedule to include evenings and weekends
- Experience working in customer service and theater production
- Excellent attention to details and punctual
- Candidate should have exceptional written and oral communication skills
- Passion for the performing arts
- Ability to commit to 10-12 hours per week during the Fall, Winter, and Spring Terms
- Must be a junior or senior Dartmouth student