



Operations Intern Summer 2019

About Starlight:

Starlight Theatre, recent winner of the Venue Excellence Award from the International Association of Venue Managers (IAVM), is the largest and oldest performing arts organization in Kansas City and the second-largest outdoor producing theatre in the country. Opened as a theatre in 1950 and as a nonprofit organization in 1951, Starlight presents and produces Broadway musicals and concerts while offering extensive community outreach and educational programming, including scholarships and Starlight's Blue Star Awards, one of the largest high school musical theatre award programs in the country. Located on 16 acres, Starlight's venue includes rehearsal halls, club area for dining, concessions, gardens, fountains and a 10-story, climate-controlled stage.

Position Description:

Two Operations Interns will be hired to work in Starlight's Operations Department, supporting all venue event and facility operations. Interns will coordinate closely with Starlight's Operations Manager, Facilities Manager, Operations Coordinator, Volunteer Coordinator and Usher Captains. Because the Operations Department is ultimately responsible for each and every Starlight guest's experience, these interns must be highly customer service oriented as they play a prominent role in day-to-day operations. Interns will participate in scheduling staff, guest communication programs, sourcing parts and supplies, and coordinating and overseeing event-day operations (Volunteers, Parking, Food & Beverage, Security, etc.). Interns also play a key role in pre-event setup and post-event breakdown, coordination and interaction, quality control, and participation in Starlight's Emergency Response Plans and associate training programs. Various additional roles under the umbrella of the Operations and Facilities departments will be required of the selected candidates.

Majors Desired:

Venue Management, Operations Management, Hospitality Management, Hotel and Restaurant Management, Construction Management, Business Management, Sports and Entertainment Management, Facilities Management or similar majors

Requirements:

Our most successful interns are curious, energetic, self-starters, results-oriented, attentive to details, effective at multi-tasking, not shy to ask questions, well-organized, and ready for the long hours and late nights inherent in the entertainment industry. Experience in a facility or venue management setting is helpful but not required.

Microsoft Office experience is required; Adobe Creative Suite experience is helpful.

The desire to work hard in a rapidly changing environment under all weather and stress conditions is a requirement of this position. Additionally, our pursuit of a world-class guest experience requires that our interns

demonstrate exemplary listening skills and grace under pressure, as well as feel at ease addressing guests and associates (including staff, volunteers, vendors and others) individually or in large groups. A love of working outdoors in all types of weather (rain, shine, thunderstorms, heat) for long hours is absolutely necessary to achieve success.

Each intern will be required to successfully attain Trained Crowd Manager certification within 15 days of the start of employment. They also must attend Starlight's associate orientation and training programs (dates TBD).

- Compensation:** \$10.00 per hour, plus overtime
- Time Commitment:** Position will be full-time, with day and evening/night hours, from May to late August. Start and end dates are negotiable.
- Application Method:** E-mail is required.
- Application Deadline:** Monday, March 4, 2019 (Early application is preferred.)
- Application Process:**

- 1. Review the Application Instructions found here:** www.kcstarlight.com/internships
- 2. Submit the following documents by the deadline:**
 - a. Application
 - b. Cover Letter with required questions to be answered (See Application Instructions.)
 - c. Résumé
- 3. Wait to be contacted.** The hiring party for the position will advise each candidate regarding receipt of materials as well as candidate status. We strive to complete the hiring process in as timely and efficient a manner as possible - shortly after the deadline date.
- 4. If you are selected for an interview, we may conduct it in person at the theatre, or via an online entity. In-person is preferred.**

For more information on this position:

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