



EMPOWERING TEEN ARTS AUDIENCES SINCE 2004

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## TeenTix Data and Operations Associate Intern

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**Direct Supervisor:** Executive Director

**Department:** Administrative: Data & Operations

**Position Status:** 6 months | Part-time, hourly, 15 hours/week - with a starting rate of \$15/hour and benefits as outlined below. This internship has the possibility of transitioning to a part-time staff position beyond the 6-month period.

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**Does data fascinate you? Do you love art? Do you find yourself wondering how the power of good data analytics can help arts organizations transform the way they serve their audiences? This could be the right internship for you.**

**Overview of Position:** TeenTix seeks an individual who is detail oriented, analytical, process-driven, passionate about arts, and invested in empowering youth to help us build and manage a new data analytics system that drives our mission. This will allow us to better understand the goals, barriers, and behaviors of teen members and our Arts Partners, so TeenTix can better address their needs.

In addition, this position will be a key element in maintaining structure and consistency through daily operations. The ideal candidate will share our values, and be excited to assist in the growth and development of TeenTix as an organization.

Currently, our staff consists of 2 full-time salaried employees, 2 part-time salaried employees, 1 part-time hourly employee, and a host of dedicated teen and adult volunteers. This internship has the possibility of transitioning into a part-time staff position after the initial 6-month period.

### Data Related Duties:

- Teen Membership Database Management
  - Manage and upkeep Pass Program membership database and archives;
  - Develop and generate internal reports on teen behaviors from all relevant systems including review and basic analysis of Teen Membership Database, Google Analytics, social media, and other metrics as defined by TeenTix programs;
  - Develop & implement follow-up strategy for new and lapsed teen members based on Pass use data, in partnership with Director of Communications;
- Partner Organization Reporting System
  - Acts as 'help desk' for Partner Organizations for data and Pass Program requirements;
  - Prepares monthly use reports for Partner Organizations, building and maintaining dashboards using Microsoft's Power BI;

## Additional Support Roles:

### Programs:

- Fulfill TeenTix Pass requests and manages welcome materials (weekly ~ 250);
- Respond to [info@teentix.org](mailto:info@teentix.org) inquiries – customer support;
- Purchase and maintain all TeenTix program supplies and equipment;

### Fundraising:

- Support Director of Development with management of donor database as needed
- Support with campaign-based fundraising mailings, both physical and digital
  - Running queries, scrubbing data, and preparing final mailing lists as needed
  - Responsible for printing and completion of physical mailings (ask letters, envelopes, invitations, donor recognition letters)
- Support for Director of Development during the annual fundraising gala, including database support, guest registration, collateral preparation, onsite logistics, and vendor and decor management.

### Office:

- Purchases and maintains general office supplies and equipment
- Ensures office cleanliness and beautification
- Manages office technology, archive and organization systems – computers, passwords, postage, phones, digital and paper filing

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**General Qualifications:** TeenTix seeks a skilled, detail-oriented, analytical, go-getter to serve as our Data and Operations Associate Intern with previous experience working with large data systems (ticketing and donor databases ok), non-profits and/or education-based organizations. We seek an energetic, organized, fun-loving self-starter who can demonstrate consistency and grounding amongst a fast-paced and complex environment.

### Demonstrated proficiency with:

- Google Non-profit Suite (including Google Drive, G-Mail, Google Analytics)
- Microsoft Suite products (including Word, Excel, Mail-Merge, PowerPoint, and Power BI)

### A strong track record of:

- Attention to detail – taking pride in developing strong systems and structures
- Working in a customer service role with excellent written and oral communication skills
- Ability to collaborate with a diverse range of people, from staff, to Partners, to teens
- Time, project and work plan management of multiple work streams
- Ability to balance enthusiasm with patience required to do things with limited resources

### You should flourish in a fast-paced work environment:

- Ability to collaborate or work autonomously as required

- Ability to get along with young people in an office-environment, including support and mentorship of interns (yours or otherwise) and teens in our programs in the office
- Ability to pitch in where needed to move the mission forward (within the parameters of your schedule). This could mean showing up to staff an outreach table, proof-reading a colleague's writing, or washing dishes

Your values should encompass:

- An enthusiastic commitment to supporting equitable access to art for all young people but *especially* for teens who have been excluded from arts participation, including teens of color, low-income, English as a second language, and teens with unstable housing
- A love of discussing and engaging with art amongst individuals of all ages
- A love of learning, and a desire to absorb new information and gain new skills
- A strong passion for social justice, especially issues affecting teens
- Affinity for and knowledge of the local arts community
- Affinity for teen culture and belief in the goodness of teenagers

We give you bonus points for:

- Great sense of humor
- A personal involvement in the arts as an art-maker or art-buff
- Ability to get around the city on public or private transportation - driver's license a plus

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**The TeenTix Culture:** This is a part-time, hourly, 15 hour a week position with a flexible, artist-friendly, family-friendly schedule.

TeenTix is an organization that is deeply committed to helping our employees achieve their career goals and maintain a good quality of life while working hard at a small non-profit. All of our staff engages in a regular arts practice, and is supportive of creating an environment that allows for a personal relationship with art and community. The work is challenging, fun, inspiring, sometimes frustrating, but most frequently extremely rewarding. Your time will be respected and you will not be asked to treat yourself as an unlimited resource. This is a great place to engage with the arts and youth development program community. As the central office of a community-wide effort to engage young people with the arts, TeenTix enjoys amazing access to a wide variety of arts organizations and colleagues.

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**Compensation:** This is a 6-month position with a starting rate of \$15/hour and benefits as outlined below. This internship has the possibility of transitioning to a part-time staff position beyond the 6-month period.

- 15 hours/week, part-time hourly
- 12 days of vacation accrued during the first year of employment
- 8 sick days accrued each year

- 3 days personal leave each year
  - 14 paid holidays each year
  - Up to \$50 parking or public transit reimbursement each month
  - Health benefits may become available if the position grows
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**To Apply:** TeenTix is an equal opportunity employer and is an anti-racist organization that actively works to identify, name, and correct institutionalized racism within our own organization, and to dismantle systems of oppression that have traditionally kept people of color out of leadership positions. Young people and people of color are strongly encouraged to apply.

To apply, send a resume, a cover letter, and contact information for 2-3 references to Executive Director, Monique Courcy - [Monique@teentix.org](mailto:Monique@teentix.org). Please speak to your lived or learned experiences in equity, diversity, and inclusion and how that has influenced your life perspective.

We hope to begin this internship during March 2019. Interviews will begin **February 25<sup>th</sup>, 2019**, **applicants are asked to submit applications no later than February 22<sup>nd</sup>**. Candidates will go through a 1<sup>st</sup> round interview with the Executive Director, and if selected to move forward will meet with the rest of staff and select teen leadership members prior to final selection.

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**About TeenTix:** TeenTix is a 15-year-old, Seattle-based non-profit organization dedicated to ensuring equitable access to the arts for all teenagers by offering them the tools to engage with the arts on their own terms. Our vision is a healthy community whose diverse civic leaders value, support, and participate in a thriving arts sector. TeenTix's mission is to build a bright future for our city by empowering young people to take an active role in shaping their arts community as audience members, critics, influencers, advocates, patrons, and leaders.

TeenTix was founded in 2004 by the Seattle Center in partnership with 10 of the resident arts organizations on the Seattle Center Campus, and recently received our own non-profit status in 2017. We have a longstanding program history with the heart and budget of a small, start-up non-profit. Now as an independent nonprofit, our partner network has grown to 75 arts organizations in Seattle, Bellevue, Kirkland, Edmonds and Tacoma from heritage museums, visual art, to music, to film, to dance, and theater.

Our work over the last 14 years has led us to identify four common barriers that prevent teens from arts participation: cost, not knowing where to look for events, transportation, and cultural barriers that may trigger insecurities around arts-going. In response, TeenTix has developed three core programs that work to overcome these barriers: **The TeenTix Pass Program** – a Pass for teens (ages 13-19) that provides \$5 tickets to all 75 of our participating arts organizations, **The New Guard: Teen Arts Leadership Society** – our teen advisory board that allows teens to gain arts leadership and administration training and participates in high-level decision-making alongside our Board of Directors, and **The Press Corps** – an arts criticism program for teens that fosters critical thinking, resulting in empathetic and culturally competent writers.