

To apply for a GPE Fellow position: Submit an updated resume and cover letter to gsasprofessionaldevelopment@yale.edu with the subject header “[Name of Fellow position]” by Sunday, July. 14 at 11:59 p.m.

Visitor Services Program Fellow - Yale Schwarzman Center

Mentor: Christian Ponce, Visitor Services Manager, Yale Schwarzman Center

Fellow Title: Visitor Services Program Fellow

Organization Name: Yale Schwarzman Center

Organization Website: <https://schwarzman.yale.edu>

Organization Description: Yale Schwarzman Center offers its Visitor Services Program Fellow an exciting opportunity to join the staff of Yale’s first-ever center for university life and the arts. Opened to Yale students, faculty, and staff in September 2021, and to the public in November 2022, the Schwarzman Center draws together people from within and beyond the University, welcoming all into new and restored spaces for meeting, dining, and relaxing, with a multi-space, technology-enabled platform for thought-provoking arts programs throughout the year. The Schwarzman Center is committed to driving positive social change through collaboration, wellness, and belonging. We are building an anti-racist organization peopled by individuals who share and support this mission, and who reflect the diversity of the communities we serve.

GPE Fellow Responsibilities:

The Visitor Services Program Fellow serves as hosts whose role is to ensure that audiences have a safe, relaxed, and pleasant experience at the Schwarzman Center from the time they enter until the time they exit.

The Visitor Services Program Fellow prepares the space from the outside entrance to the foot of the stage; schedules, trains, and supervises ushers; opens & closes the house; and fulfills vital life-safety protocols. Reporting to the Visitor Services Manager, the Visitor Services Fellow works a flexible schedule that can include afternoon, evening, or weekend hours.

Responsibilities may include any of the following, based on Fellow’s schedule and availability:
Prepare the Space

Ensure appropriate signage is produced and placed throughout the space.

- Ensure appropriate materials are on hand such as programs, wristbands, usher vests, flashlights, etc.
- Conduct walk-through from exterior to interior before the show to ensure spaces are clean and orderly.

Schedule, Train & Supervise Ushers

- Ensure ushers have appropriate equipment including vests, flashlights, tablets, etc.
- Ensure ushers are familiar with the event including VIP guests expected, run times, post show activity, etc.
- Ensure ushers are familiar with the venue, including VIP & reserved seating, accessible seating, late seating, location of restrooms, and all routes of egress.

Open & Close the House

- Set reserved and VIP seating.
- Coordinate closely with production staff to determine when house is ready to open.
- Coordinate closely with box office & ushers to begin seating of audience, assist with any accessible seating needs, and monitor late seating needs.
- At conclusion of event, assist ushers in walking the house and removing any items audience members may have left behind, as well as signage and other materials.
- Dismiss ushers and complete nightly House Manager Report.

Oversee Life Safety Protocols

- Train the ushers in their responsibilities in the event of an emergency.
- Physically walk all emergency egress routes with all ushers, clearing pathways as necessary.
- Show the ushers the location of all fire extinguishers and alarm pull stations.
- Walk complete audience seating area and remove any obstacles or debris.
- Ensure that audience members have a seat; absolutely no standees are allowed.

Other

- Attend appropriate meetings and trainings.
- Works occasional nights, weekends, and holidays.
- May perform other duties as assigned.

Desired GPE Fellow Qualifications:

- Prior experience managing performing arts and/or cultural event.
- Demonstrated ability to work with a range of individuals from diverse backgrounds, staff members and students.
- Detail oriented.
- Self-directed with ability to work as a collaborative team player who can adapt to rapidly shifting demands and priorities.
- Willingness to engage in continuous learning about current events and exhibitions.
- Ability and willingness to lift and move loads of up to 50 pounds.

GPE Fellow Learning Objectives:

The Visitor Services Program Fellowship is designed to be a intensely practical experience whereby an individual with an interest in the arts and culture field can apply their skills in people management, project management, training, and team leadership, as well as develop a deep understanding of audiences, their commonalities and differences, and how best to serve them.

Number of Available Positions: 1