

## **Revenue Systems Operations, Ticketing & Admissions Administration Intern**

### **Position summary**

The Art Institute of Chicago's Revenue Systems Operations department is excited to offer a McMullan Arts Leadership intern position to work with their Ticketing and Admissions Administration Team.

As one of the most renowned museums in the US, the Art Institute of Chicago hosts an average of 125,000 visitors per month. In support of our visitors, the Revenue System Operations team oversees the administration of the museum's revenue data ecosystem. This team collaborates closely with Visitor Engagement, Member Engagement, Advancement Operations, Information Systems, Analytics, and Retail teams to improve the efficiency and security of our data and to deliver the best possible experience for visitors, members, and supporters of the Art Institute.

Within working on the ticketing and admissions administration team, the intern will be the primary point for essential tasks that maintain the Art Institute of Chicago's ability to sell tickets and other forms of admissions passes and provide an efficient and effective admissions experience.

The intern will join a museum-wide intern cohort and have access to a range of programs to support their development in addition to their placement in Ticketing and Admissions Administration. Mentorship is provided throughout the experience and connections with an intern alumni network will be established.

### **Internship Outcomes:**

The goal of the McMullan Arts Leadership internship program is to be part of a museum-wide effort to provide students the opportunity to gain experience, career awareness, networks, and skills that will position them to thrive as future art museum leaders.

This program specifically aims to support students who encounter economic challenges when considering a career in the arts.

Aligned with this goal, we aim to help shape a diverse group of leaders whose actions are informed by a wide range of perspectives, varying career paths, and values inspired by their own lived experiences.

In this position, the intern will have the opportunity to:

- Gain experience in the administration of Galaxy Gateway Ticketing System and associated hardware.
- Get insight into each phase of the design, publishing, and maintenance of admissions events.
- Acquire knowledge of the admissions process in a complex business environment.
- Understand effective data governance.
- Gain practical experience in vendor relations.
- Familiarize themselves with museum operations.

- Hone written and oral business communications skills as part of routine operations and interdepartmental projects.
- Participate in live troubleshooting, process-improvement and problem solving in a business setting.
- Develop strong communication and organizational skills.
- Develop mentor relationships with field practitioners.
- Build peer-to-peer relationships with fellow interns.

## Responsibilities

With guidance from the position's mentors, the intern will:

- Create and maintain general admission tickets and ticketed events within Galaxy (Art Institute's ticketing and admission system).
- Assist with the maintenance of admission's ticketing hardware.
- Develop and refresh training and process documentation.
- Assist with troubleshooting technical and operational ticketing or admission issues.
- Attend weekly check-ins with the position's mentors: the associate director of Revenue Systems and the Executive Director of Revenue Systems and Business Intelligence.
- Attend intern cohort professional development programs and museum practice seminars.

## Qualifications

- Willingness to learn to effectively operate revenue applications, principally Galaxy, Gateway ticketing System.
- Attention to professional self-presentation, including adhering to staff attire guidelines, being punctual, and engaging warmly with museum visitors and colleagues.

## APPLICATION:

**You must upload all of the requested materials below (résumé and essay responses) into only ONE pdf document and list your last name and “Summer 2026” in the title of the file (example: [LAST NAME]\_SUMMER2026.pdf.) and include the title of the internship opportunity. Please upload your materials where asked in the online application.**

**PLEASE NOTE:** You will not be considered if any requested application element is missing.

To apply for this internship, tell us your story. We want to understand who you are, what motivates you and how you think. Please submit the following materials:

1. Résumé
2. Instead of a traditional cover letter, please respond to the following questions in short essays (no more than 300 words per answer.) We encourage you to provide specific examples to support your answers or to illustrate your ideas:
  - a. What is it about this job description that interests you the most?

- b. With the mission of the McMullan Arts Leadership intern program in mind, what perspectives might you bring to this role that you think museums need more of?
- c. How do you envision this opportunity helping you towards your professional goals?

**Note:** The internship will be a hybrid of onsite and remote workdays. Due to onsite necessity, applicants based or attending school in the Chicagoland area during the internship timeframe will be prioritized. Internet access and appropriate technology will be necessary to complete this internship, but technological accommodations will be provided by the Art Institute of Chicago.