
Job Title: Event Management Intern

Reports To: Director of Event Services and Event Manager

Hours: Approximately 20-30 hours per week/ Flexible hours based on event schedule

Compensation: Paid; \$8/hour

Responsibilities include, but are not limited to, the following:

- Create event information and scheduling in Ungerboeck Management System.
- Meet with facility clients in advance of events and assist in determining event needs.
- Provide information and direction to operations and support staff including audio/visual, telecommunications, set-up, custodial, maintenance, security, and admissions personnel.
- Prepare AutoCAD drawings, layouts, diagrams, instructions, set-up requirements, and supporting documentation for each event and distribute to appropriate staff; communicate changes before and during events.
- Submit service request to appropriate departments to schedule event staff according to client request; meet with clients to resolve set-up changes; ensure compliance with applicable fire, building, and safety codes.
- Serve as facility representative at events; enforce facility policies and procedures throughout each event; identify and resolve event problems; resolve public complaints.
- Prepare written evaluations of the events; distribute to appropriate management staff.
- Answer questions and provide information to facility clients; support sales department to determine if prospective clients are appropriate for facility use; conduct facility tours as needed.
- Prepare written cost estimate to all clients in advance of their event as well as to prospective clients.
- Maintain accurate and complete files, records and other documents relating to assigned responsibilities.
- Perform other duties and responsibilities as required.
- Inter will also perform general customer service duties.
- Assist with day-to-day building and planning operations: organizes data, attends appointments with clients, takes detailed notes etc.
- Perform general administrative duties (i.e. faxing, photocopying, and preparing tasks directly related to the event).

Qualifications and Requirements:

- College juniors, seniors, or graduate students
- Recommended for Sport Management, Event Management, Hospitality, or related majors preferred
- GPA of 3.3 or above highly desired
- Active involvement in on campus civic and/or leadership activities highly desired
- Willing to get involved in projects with varying degrees of difficulty.
- Ability to provide exceptional customer service in a fast-paced, stressful environment.
- Excellent organizational, communication, and interpersonal skills
- Very strong ability to meet deadlines with high quality results in an environment
- Ability to effectively manage multiple projects, tasks and duties.
- Ability to work a flexible schedule including early mornings, days, evenings, weekends, holidays, and extended work days.

Application Information:

To apply, please send a cover letter and resume to Marissa Turnbull at mturnbull@massconvention.com.

Global Spectrum is an EOE/DFW; Offered candidates must submit to / successfully complete pre-employment screens (background & substance) prior to hire.