



PUBLIC PROGRAMS & SPECIAL EVENTS INTERN POSITION DESCRIPTION

DEPARTMENT:	Operations
IMMEDIATE SUPERVISOR:	Public Programs & Special Events Manager
STATUS:	College Internship (unpaid)
HOURS:	Minimum 100 hours per semester

POSITION PURPOSE:

Intern will work under the guidance of the Public Programs Coordinator and the Special Events Coordinator on the logistics involved in implementing programs and events at the Museum. Intern will be asked to assist with multiple facets of program and event management such as preparing and negotiating contracts, managing arrangements for vendors and community partners, facilitating venue tours, and assisting with research and marketing efforts. Intern will be expected to provide support for the development of programs and events from inception to completion.

DUTIES AND RESPONSIBILITIES:

- Work with program and event staff to coordinate logistics for a variety of projects and partnerships
- Shadow department staff, attend select meetings, offer input on projects
- Support marketing efforts by developing program descriptions, preparing verbiage and photos for social media posts, and adding program information to online calendars
- Maintain up-to-date documents, including contracts, setup forms and evaluation surveys
- Procure and organize supplies for programs, receptions and meetings
- Establish proposals for upcoming programs and evaluate success of past programs
- Assist with event planning, promotion, and on-site implementation including setup and breakdown
- Assist in managing the use of rental spaces and inventory
- Coordinate with other departments to ensure proper preparation of venue areas and A/V equipment is in place
- Help facilitate Birthday Parties including booking, greeting host/guests, and check-out
- Performs other related duties as required.

ACCESS REQUIREMENTS:

Access to all public museum areas before and after hours, exhibition floor spaces, catering kitchens, and rooftop.

QUALIFICATIONS:

To be successful, an individual must be able to perform each job duty satisfactorily.

EDUCATION AND EXPERIENCE:

Candidates should be of Sophomore or higher status with major coursework towards a degree in Event Management, Hospitality Management, Museum Education, or Museum Studies. Other Major coursework will be considered on a case-by-case basis.

SKILLS AND ABILITIES:

- Strong communication and interpersonal skills;
- Some late evenings and weekends will be required;
- Previous event volunteer experience a plus;
- Working knowledge of Microsoft Word, Excel and Outlook;
- Ability to lift up to 40 lbs and stand for long periods of time;
- Knowledge of visitor service principles, practices, and procedures; knowledge of arts and/or leisure audiences preferred;
- Ability to develop and implement effective initiatives and strategies to ensure consistent excellent customer service in all public areas of the Museum;
- Ability to understand and implement the Museum's mission and values in programs and events; interpret Museum policies and procedures for partners, clients and visitors;
- Ability to work in fast-paced environment; adhere to deadlines; demonstrate flexibility in meeting shifting demands and priorities;
- Ability to establish and maintain effective working relationships with staff, volunteers, and members of the public; exercise tact and diplomacy at all times; demonstrate an understanding of protocol and sensitivity to cultural diversity issues;
- Ability to fix minimal technical issues.

TIME COMMITMENTS:

Interns are responsible for completing the required number of hours set forth by their college or university in order to receive college credit. Interns not receiving college credit for their internship must complete a minimum of 100 hours during the semester for completion of the program.

DISCLAIMER:

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This position description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of interns assigned to this role. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time.

ACKNOWLEDGMENT

I have read and understand the above position description. If the description is altered, I will be presented with an updated copy to keep and one signed copy will go into my personnel file.

Intern (Print Name)

Date

Intern (Signature)