

Conferences & Events Intern

Intern (1/2027 - 8/2027)

Position Focus

As a member of the Yale Conferences & Events (YC&E) department and reporting to a YC&E Staff member, a Conferences & Events Intern (C&E Intern) is responsible for supporting a wide range of department conferences, events, and projects. As support for the YC&E team, a Conferences & Events Intern contributes to short- and long-term planning, including coordinating all aspects of event management and logistical operations. Logistics planning tasks can include housing guests, booking meeting space, food and beverage, transportation, audio-visual services, custodial, and hotels, along with managing online registration. C&E interns also assist the team with creating proposals, budgets, and final invoices for conferences, events, and programs.

This position will also support YC&E exclusively managed venues on Yale's campus. Venue management responsibilities include opening and closing the venue, overseeing caterers and other vendors, and assisting clients with building-related needs. Additionally, they will provide technical support for virtual and hybrid events via Zoom and other platforms ensuring that the experience of program participants meets Yale's standard of excellence. C&E Interns may also support a wide range of marketing and communications projects, such as managing social media accounts, preparing promotional materials and presentations, assisting with photography and graphic design, and managing newsletter and website content as needed.

Conferences & Events Interns are expected to cultivate and develop beneficial relationships with internal and external service providers and serve as a liaison with numerous university departments and external organizations. The C&E Intern will provide on-site comprehensive management as dictated by programs, maintaining a high level of customer service while demonstrating responsiveness and professionalism. The C&E Intern will utilize multiple computer-based and event management database systems. They will also assist with general office support and front desk management, schedules, day-to-day tasks, and miscellaneous duties as assigned.

Skills and Abilities

1. Quick study. Excels in fast paced, results oriented, community environment. Decisive and practices logical decision making when given opportunity to lead projects.
2. Flexible upbeat team player with a strong work ethic.
3. Proven record of superior customer service. Ability to work with a range of individuals to adopt and exceed customer expectations.
4. Talented problem solver, able to react quickly and maintain composure under pressure. Ability to exercise good independent judgment, working with multiple stakeholders.
5. Highly proficient at managing multiple priorities while exceeding client expectations. Superior organizational skills and flawless attention to detail.

6. Excellent written and verbal communication skills, superior interpersonal skills. Ability to articulate ideas effectively.
7. Solid working knowledge/proficiency of Microsoft Suite including Excel, Word, PowerPoint, Teams, and Outlook using a PC operating system.
8. Possess knowledge of marketing techniques and social media platforms.
9. Possesses knowledge of or is quick to pick up various technology platforms including Salesforce, Microsoft Teams, Cvent, 25live, Zoom, Trello, Canva, and Adobe Creative Cloud.

Required Education and Experience

- Bachelor's Degree in related field (or be on course to complete degree) or one or more years of related customer service experience or an equivalent combination of education and experience.
- Hospitality, Event Planning, Customer Service, or Marketing Experience

Compensation Package

- \$19.50 per hour
- Parking will be provided
- On campus housing will be offered from Early June- Early August
- Dining package will be offered from June- Early August

Position Requirements

- Ability to work part-time hours (15-20 per week) during the Spring semester (January-May)
 - Work to start the last week of January or first week of February
- Ability to transition to full-time hours (37.5 per week) for the summer from May-August
- This position is based on-site at Yale University's campus in New Haven, CT, and is expected to be performed in person.
- This position requires you to work some nights and weekends throughout the year and limited time off can be granted in the summer.
- This position has potential to extend through December 2027 (at a part time or full-time basis)

Application

To apply, please visit our portal at: <https://yale.starrezhousing.com/StarRezPortalXEmployment>