

Conferences & Events Intern

Intern (1/2025 - 8/2025)

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 both virtually and in person. 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. C&E Interns assist the team with creating proposals and budgets along with updating and finalizing invoices. Logistics planning tasks can include housing, meeting space, food and beverage, transportation, online registration, hotel rates, audio and visual services, and custodial.

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 users with building-related needs. Additionally, they will provide virtual technical support for virtual and hybrid events via Zoom and other virtual event platforms ensuring that the experience of program participants meets Yale's standard of excellence. C&E Interns may also have a secondary role of supporting 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.

The 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 to clients and participants 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, managing walk-ins, 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 for 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.
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 StarRez, Salesforce, Cvent, 25live, Zoom, Trello, Canva, and Adobe Creative Cloud.
10. Experience in virtual event management (webinars/virtual events, producing run of shows, running polls, speaker/chat management, Q&A coordination, etc.).

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/Expectations

- \$18.00 per hour
- Work to start the last week of January or first week of February
- Parking will be provided
- On campus housing will be offered from Early June- Early August
- Dining package will be offered from June- Early August

****PART TIME HOURS (15-20) FOR JANUARY-MAY and FULL TIME HOURS (37.5) FOR MAY-AUGUST***

- Please note, this position is required to work some nights and weekends throughout the year and limited time off can be granted in the summer.
- Please note, this position also potentially could extend through December 2025

Application

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