

Yale Conferences & Events

Program Assistant

Intern(2/2019-8/2019)

Position Focus

As a member of the Yale Conferences & Events (YC&E) department and reporting to a YC&E Program Staff member, the Program Assistant (PA) is responsible for supporting a wide range of department programs, conferences, events and projects. As support for the YC&E planning team, the Program Assistant contributes to short and long-term planning which includes the coordination of all aspects of program management and logistical operations. The PA will assist a Program Staff member with the development and accurate updating of budgets and the final compilation of invoices for existing and future clients. The logistical planning and consequent billing can include housing, meeting space, food and beverage, administrative fees, transportation, online registration, hotel rates, audio and visual services, IT support, custodial, telecommunications, contingency funding and taxation. Ensure the successful delivery of services and projects and work closely with both internal and external providers, and clients, coordinating estimates and services.

A Program Assistant will be 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, communicating department's ongoing program activity. Provide on-site comprehensive management as dictated by programs, providing a high level of customer service to clients and participants while demonstrating responsiveness and professionalism. Ensure that the experience of program participants meets Yale's standard of excellence. Utilize Salesforce, Cvent, and StarRez event management database systems.

Prepare and review standard and ad hoc registration reports and links for internal and external users. Provide assistance with general office support/administration managing walk-in's, schedules, day to day tasks and miscellaneous duties as assigned. Help with the YC&E marketing campaign including and not limited to the weekly summer newsletter and our Instagram account.

Required Skills and Abilities

1. Quick study. Excels in fast paced, results oriented, community environment.
2. Proven record for superior customer service. Flexible upbeat team player and strong work ethic.
3. Talented problem solver, able to react quickly and have composure under pressure. Ability to exercise good independent judgment, working with multiple stakeholders.
4. Highly proficient at managing multiple priorities while exceeding client expectations. Superior organizational skills and flawless attention to detail. Demonstrated ability to multitask and deliver requested results.
5. Ability to work with a range of individuals to adopt and exceed customer expectations. Excellent written and verbal communication skills, superior interpersonal skills. Ability to articulate ideas.
6. Solid working knowledge of computer based systems. Highly proficient with utilization of various technologies and software (StarRez, Excel, Salesforce, Adobe Illustrator, PowerPoint and Word).

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 Experience

Compensation/Expectations

\$14.00 - \$15.00 per hour

Mandatory training on February 8th and 9th (times TBD)

Work to start the week of February 11th

Parking will be provided from 2/2019 – 8/2019

Room, board and gym membership available June 3rd – August 9th

PART TIME HOURS (15-20) FOR FEBRUARY-APRIL, FULL TIME HOURS (37.5-40) MAY- AUGUST

Please note, this includes some nights and weekends for check-ins and events throughout the year.