Program Assistant
Intern (1/2020-8/2020)

**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, and custodial. Ensure the successful delivery of services 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, Trello, Cvent, and StarRez event management database systems.

Provide assistance with general office support/administration managing walk-in’s, schedules, day to day tasks and miscellaneous duties as assigned. Assist with YC&E’s marketing and communications efforts, including producing materials (newsletters, blogs, social media, press releases), managing websites and marketing collateral, and conducting research.

**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, Trello, 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, Event Planning or Customer Service Experience

Compensation/Expectations

$15.00 per hour
Mandatory training on January 24th, 2020 from 8:30am-4:30pm
Work to start the week of January 27th, 2020
Parking will be provided from 1/2020 – 8/2020
Room, board and gym membership available June 1st – August 10th

*PART TIME HOURS (15-20) FOR JANUARY-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.

Application
To apply, please check out our website at: