Program Assistant
Intern (9/2021 - 12/2021)

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 both virtually and in person. 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. The PA will work closely with both internal and external providers, and clients to coordinate successful estimates on services for our billing processes and proposals.

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. 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. Provide virtual technology assistance for virtual and hybrid events via Zoom Meeting and Webinar and other platforms. Collect presentations, develop run of shows, manage features such as chat, Q&A, and the participant panel. 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.

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. Essential solid working knowledge/proficiency of computer-based systems for Excel, Word, PowerPoint, Zoom Meeting and Zoom Webinar.
7. Highly desired knowledge of, or strong ability to learn utilization of various other technology platforms including StarRez, Salesforce, Cvent, EMS and Trello.
8. Experience in attending or helping produce virtual events (writing of run of shows and manning different behind the scenes production such as running polls, overseeing the chat, etc.) in Zoom.
9. Media Production (editing videos/clips, producing live events)
10. Interest or experience in marketing or social media. Creating social media posts, writing captions or other content and/or working in Canvas.
**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 September 10th, 2021 from 8:30am-4:30pm
- Work to start the week of September 13th, 2021
- Parking will be provided from 9/2021 – 12/2021

*PART TIME HOURS (15-20) FOR SEPTEMBER-DECEMBER*
- Please note, this includes some nights and weekends for check-ins and events throughout the year.
- Please note, this position also potentially has the opportunity to extend through August 2022.

**Application**
To apply, please check out our website at: https://conferencesandevents.yale.edu/about-us/employment.