Program Assistant
Intern (1/2023 - 8/2023)

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 the Program Staff team 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. A PA 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. 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. A Program Assistant will utilize Salesforce, Trello, Cvent, and StarRez 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. Flexible upbeat team player with a strong work ethic.
2. Proven record for superior customer service. Ability to work with a range of individuals to adopt and exceed customer expectations.
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.
5. Excellent written and verbal communication skills, superior interpersonal skills. Ability to articulate ideas.
6. Solid working knowledge/proficiency of computer-based systems including Excel, Word, PowerPoint, and Zoom software.
7. Possesses knowledge of or is quick to pick up various technology platforms including StarRez, Salesforce, Cvent, 25live and Trello.
8. Experience in virtual event management (attending 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 or Customer Service Experience

**Compensation/Expectations**
- $17.00-$18.00 per hour
- Work to start the last week of January or first week of February
- Parking will be provided
- On campus housing and dining will be offered from June-August

**PART TIME HOURS (15-20) FOR JANUARY-MAY and FULL TIME HOURS (37.5) FOR MAY-AUGUST**
- Please note, this includes some nights and weekends throughout the year.
- Please note, this position also potentially could extend through December 2023.

**Application**
To apply, please check out our website at: [https://yale.starrezhousing.com/StarRezPortalXEmployment](https://yale.starrezhousing.com/StarRezPortalXEmployment)