



CHICAGO EVENT
MANAGEMENT

Job Title	<i>Experience Intern</i>
Reports To	<i>Senior Manager, Experience</i>

Job Purpose

We are looking for an enthusiastic experience intern to join our Participants Services team to help create memorable experiences for our participants, spectators and other members of the community. This role is crucial for supporting the team.

The Experience Intern is a crucial member of the team for coordinating fulfillment needs for participate program mangers, including the Pace Team, Elite Athletes, and Athletes with Disabilities.

This internship will help you acquire strong communications and partnership skills and provide you with knowledge of various customer services and project planning strategies. You will gain broad experience in building relationships within the community and various programs that ultimately prepare you to enter any fast-paced work environment.

Part-Time

Non-Exempt

Duties and Responsibilities

- Managing data in CEM's customer relationship management (CRM) software
- Project Planning Assistance and well as community outreach
- Serve in a customer service role, answering phones and emails as needed, accurately gathering customer information and fulfilling customer needs
- Assist in developing customer service reports for internal communications
- Assist with registration administration
- Assisting in developing volunteer recruiting efforts through established community partners
- Assist with reviewing charity partner applications
- Coordinate fulfillment needs for Participant Programs manager, including the Pace Team, Elite Athletes, Athletes with Disabilities
- Assist in developing registration process and managing participant registration data, including corral assignments, bib number assignments, personal information changes and results verification
- Assist charity, community and international partners with event weekend activation plans

Qualifications/ Requirements

- The ideal candidate will have a demonstrated strong interest in working with data, interacting with participants and event staff and creating great experiences in endurance participatory sports.
- Exceptional attention to detail
- Strong planning, organizational and follow-up skills
- Must be able to prioritize and work in a busy, fast-paced, deadline-driven environment
- Ability to multi-task
- Excellent people and process management skills
- Proficiency with Microsoft Office
- Desire to be a team player

Education/Experience

- Current enrollment in a related BS or Masters degree
- Solid understanding of different client service techniques
- Passion for CEM's industry and its best practices

Terms of Agreement

- June – November 2019
- 20-25 hours / week distributed Monday – Friday
- Event Preparation Meeting: Saturday, September 28
- Bank of America Chicago Marathon: Saturday, October 5- Sunday, October 13

Working Conditions/Physical Requirements

- Moderate walking, standing, prolonged sitting, bending, kneeling, and reaching.
- Work is performed primarily in an office setting
- The employee must occasionally lift and/or move up to 25 pounds

Approved by: <i>Signature & Title</i>	
Date approved:	
Employee Acknowledgement:	

Updated March 20, 2019