

Position: Guest Experience & Front of House Intern

Department: Guest Services

Reports To: Guest Experience & Front of House Mgr.

FLSA Status: Course Credit/Stipend

Summary

Under direct supervision of the Guest Experience & Front of House Manager, intern will assist with general aspects of Arena Guest Experience and event staff relations. This role will help with recruiting, hiring, and putting together training for new hires as well as assisting in Front of House event day operations. The position is for the fall semester and requires a commitment of at least 12-16 weeks and shall be for course credit only.

Responsibilities

Include the following. Other duties may be assigned.

- Greet and assist Team Members during employee check-in, ensuring an exciting and seamless arrival process.
- Provide event day support at Gas South District Arena and give guests, clients, and team members the best experience possible while providing excellent customer service and enforcing building policies.
- Perform office tasks such as research, analysis, data input, guest & staff correspondence, and meeting planning.
- Assist in the preparation and execution of training, recruitment, and employee appreciation materials.
- Provide a variety of administrative support to the Guest Experience & Front of House Manager.

Skills and Abilities

- An empathetic servant leader with a passion for serving others.
- A bias for action with the ability to work in changing environments.
- A performance driven individual with a focus on delivering results and on maintaining the highest standards.
- A creative thinker with the ability to implement a vision.
- Excellent communication skills and the ability to influence others to drive change.
- Must be able to work non-traditional hours, including evenings, weekends, and holidays.
- Organize and prioritize work to meet deadlines.
- Maintain an effective working relationship with clients, employees, guests, and others encountered in the course of the internship.
- Operate a personal computer using Microsoft Office and other standard office equipment.
- Work effectively under pressure and/or stringent schedule and produce accurate results.
- Remain flexible and adjust to situations as they occur.

Education and Experience

Must be attending a college/university and carry a cumulative GPA of at least 2.5 on a 4.0 scale. Experiences with Microsoft Office applications are a must.