Program Assistant Intern (2/15-8/15)

Position Focus
As a member of the Yale Conferences & Events (YC&E) department and reporting to a YC&E Program Director, 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 Director with the development and accurate updating of budgets and the final compilation of invoices for existing and future clients. These budgets can include: housing, meeting space, food and beverage, administrative fees, transportation, online registration, hotel rates, audio and visual services, IT support, custodial, telecommunications, contingency funding and taxation. Ensure the successful delivery of services and projects and work closely with both internal and external providers, and clients, coordinating estimates and services. 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, Regonline and StarRez event management database systems. Generate reports, create invoices, create, test and monitor all online conference registration forms. Prepare and review standard and ad hoc registration reports and links for internal and external users. Provide assistance with general office support/administration managing walk-in’s, schedules, day to day tasks and miscellaneous duties as assigned.

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.
**Required Education and Experience**
- Bachelor’s Degree in related field (or be on course to complete degree) and one or more years of related experience or an equivalent combination of education and experience.
- Hospitality Experience

**Compensation**
Salary based on experience. Parking will be provided from 2/15 – 8/15. Room, board and gym membership available June 6th – August 8th

*PART TIME HOURS FOR FEBRUARY-APRIL, FULL TIME MAY-AUGUST*