

MassMutual Center

Springfield, MA



JOB DESCRIPTION

Job Title:	<u>EVENT MANAGEMENT INTERN</u>
Reports to:	Event Managers
Hours Required:	Approximately 10-40 hours/week in addition to Specific Event Dates
Wages:	Non-Paid

Summary: The MassMutual Center is a meeting, sports and entertainment complex consisting of an arena and a convention center. Responsibilities of the Event Management Intern include, but are not limited to assisting in the planning, and coordinating of multiple events; aiding in the coordination of facility events staff duties; serving as a liaison to all facility users; and providing responsible staff assistance to the Event Management department. This position will assist college interns in developing an enhanced knowledge of the event management career as well as build upon fundamental skills essential to motivated young professionals.

Duties (including, but not limited to):

- Create event information and scheduling in Ungerboeck Management System.
- Meet with facility clients in advance of events and assist in determining event needs.
- Provide information and direction to operations and support staff including audio/visual, telecommunications, set-up, custodial, maintenance, security, and admissions personnel.
- Prepare AutoCAD drawings, layouts, diagrams, instructions, set-up requirements, and supporting documentation for each event and distribute to appropriate staff; communicate changes before and during events.
- Submit service request to appropriate departments to schedule event staff according to client request; meet with clients to resolve set-up changes; ensure compliance with applicable fire, building, and safety codes.
- Serve as facility representative at events; enforce facility policies and procedures throughout each event; identify and resolve event problems; resolve public complaints.
- Prepare written evaluations of the events; distribute to appropriate management staff.
- Answer questions and provide information to facility clients; support sales department to determine if prospective clients are appropriate for facility use; conduct facility tours as needed.
- Prepare written cost estimate to all clients in advance of their event as well as to prospective clients.
- Maintain accurate and complete files, records and other documents relating to assigned responsibilities.
- Perform other duties and responsibilities as required.

Requirements:

- College juniors or seniors working for academic credit.
- Knowledge of Microsoft Applications including Excel with the ability to learn new event management software
- Willing to get involved in projects with varying degrees of difficulty.
- Ability to provide exceptional customer service in a fast-paced, stressful environment.
- Excellent organizational, communication, and interpersonal skills
- Very strong ability to meet deadlines with high quality results in an environment
- Ability to effectively manage multiple projects, tasks and duties.
- Ability to work a flexible schedule including early mornings, days, evenings, weekends, holidays, and extended work days.

The Internship Program will last the duration of a school semester, with a minimum of a six-week program.

Applicants should submit their resume, cover letter, and desired Global Spectrum-managed facility to:

Marissa Turnbull, Senior Event Manager
mturnbull@massconvention.com
413.271.3241

For more information on the MassMutual Center visit:

www.massmutualcenter.com