



Rockford Area Convention & Visitors Bureau Group Services Internship

At the Rockford Area Convention & Visitors Bureau our goal is for interns to develop professionally from their internship experience. Interns will work with staff to develop and further promote the Rockford Region by helping our partners and visitors.

Responsibilities of a Group Service Intern may include:

- An integral component of on-site event servicing (sporting events, meetings and other regional events)
- Assist in the creation of interactive activities for visitors at on-site events
 - Answer questions about local attractions, restaurants, shopping, upcoming events, etc.
 - Provide exceptional Customer Service
 - Maintain a well-informed, working knowledge of area destinations, events, attractions and services available
- Assist with the planning and preparation of events
 - Prepare attendee welcome bags
 - Prepare information that will be needed at events
 - Load mobile visitor unit with supplies
- Assist with the event follow-up
 - Ensure that the mobile unit is unloaded and clean
 - Survey guests and trace guests' guests responses
- Assist in compiling Sales and Servicing Reports
- Assist Sales Department in researching of future Sporting or meetings business
- Provide assistance at information tables and/or registration tables for special events
- Clerical work including filing and phone calling, in conjunction with events

Key Contacts:

- Customers
- Visitors
- Vendors
- Destination Partners
- Community Leaders

You may expect the following from us:

- The opportunity to receive hands-on, entry level, professional work experience
- Interaction with a professional team, including a one-on-one mentoring relationship with a member of our professional staff
- Opportunities to meet and develop relationships with our vendors, destination partners, and community leaders

Our basic expectations of an intern are:

- Complete work as assigned and meet all deadlines
- Routinely communicate with department staff and inform staff of any difficulties
- Work hours as agreed and giving advance notice of any necessary schedule changes
- Dress appropriately for a professional office environment
- Attend meetings as necessary
- Willingness to work in a fast-paced, team environment
- Submit bi-weekly payroll forms
- Available to work part time during the summer months (starting in May or June and ending in August or September 2016)
- May work up to 30 hours per week with some nights/weekends when there are events in town.
- Those age 21 with a safe driving record may drive van to make deliveries.

To Apply:

Application and resume, with cover letter, must be submitted and received at RACVB office by **April 30, 2016**. Please mail to RACVB, Attn: Jenny Caiozzo, 102 North Main Street, Rockford, IL 61101 or email to jcaiozzo@gorockford.com.