

I ILLINOIS

Campus Recreation

POSITION DESCRIPTION

POSITION: EVENT SERVICES & RESERVATIONS GRADUATE INTERN

JOB SUMMARY:

Assist in the operation, development, and growth of event services and facility reservations for Campus Recreation. Oversee daily operations of the event staff including but not limited to: event reservation scheduling, event management, supervising, training, and risk management. The secondary purpose of this position is to provide development opportunities to the incumbent which could include special projects and/or assignments.

ORGANIZATIONAL RELATIONSHIPS:

Director

Associate Director of Programs & Risk Management

Assistant Director of Facility Scheduling & Event Services

Event Services & Reservations Graduate Intern

Part-time Staff

DUTIES & RESPONSIBILITIES:

Event Operations & Administration

- Assist with the processing of approximately 1,000 event reservations annually for the University of Illinois campus and community groups across five facilities [(2) indoor recreation centers, (2) outdoor field complexes, and (1) outdoor picnic facility] via EMS scheduling software
- Assist with the oversight of event operations at the indoor facilities, Activities and Recreation Center (ARC) and Campus Recreation Center East (CRCE), including: communication with event contacts, preparation of facility space, equipment inventory/maintenance, and staffing supervision
- Provide on-site management of events including attendance at any meetings, addressing potential conflict resolution, and problem solving as needed
- Be a good steward of customer service by effective communication with various stakeholders regarding event and facility operations
- Assist with coordination of unique large events such as career fairs, tournaments, late night events; including specialized staff training and procedures
- Assist in the development, application, and evaluation of policies and procedures of the Event Services program
- Collaborate with administrative business operations staff overseeing the bi-weekly reservation invoicing process
- Coordinate data collections, participant surveys, and program assessments to advise program recommendations

Student Development and Supervision

- **Recruit & Hire:** Organize hiring and promotion procedure for approximately 35 event staff (20 Event Management Assistants, 11 Event Managers, and 4 Event Program Assistants)
- **Onboard & Train:** Coordinate staff trainings and in-services with a focus on student development, leadership education, and operation efficiency

- Schedule, Motivate, & Evaluate: Supervise staff performance; encouraging experiential learning.
- Maintain Event Services mentor program; uphold and implement disciplinary and recognition initiatives while fostering team unity
- Manage departmental employee database, shift reports, and resources via *Connect2 Concepts* software and staff intranet website

Developmental Opportunities

- Adhere to and maintain divisional performance criteria at a satisfactory level; maintain current certifications
- Collaborate with other Campus Recreation units as needed to execute array of programming efforts for diverse participants
- Opportunities to work in different areas of Campus Recreation to broaden recreational learning experience and serve on departmental committees
- Opportunities to be involved with other programs, proposals, presentations, and committees within Campus Recreation and the Division of Student Affairs.
- Adhere to and maintain divisional performance criteria at a satisfactory level; maintain current certifications – American Red Cross CPR/AED/First Aid and Blood Borne Pathogen
- Assist with other Campus Recreation programs as needed.
- Maintain knowledge of all facilities and emergency procedures

MINIMUM EDUCATION & EXPERIENCE:

- Applicants must have a bachelor's degree
- Must have experience working in recreational sports programs and/or special events. Experience supervising part-time employees preferred

MINIMUM WORK REQUIREMENTS:

- Position requires flexible work schedule, including evenings, weekends, and academic break periods as necessary
- Position requires an average of 30 hours/week at a rate of \$24.74/hour from August 12, 2024 – May 16, 2025. Summer hours available prior to August 12, 2024 and after May 16, 2025 if interested.
- This position is subject to a University mandated background check

APPLICATION INSTRUCTIONS:

- Applications will be accepted until the position is filled. For full consideration please email a resume, cover letter, and contact information for three professional references, all as separate attachments, to Carson Petersheim, (petersh2@illinois.edu) Student Development Coordinator, Campus Recreation, University of Illinois at Urbana-Champaign by March 12, 2024.