**Iowa Events Center**  
**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Events Department Intern – Spring</th>
<th>Venue:</th>
<th>Iowa Events Center</th>
<th>Wells Fargo Arena</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company:</td>
<td>OVG360 Venue Management</td>
<td>Department:</td>
<td>Events</td>
<td></td>
</tr>
<tr>
<td>Reports To:</td>
<td>Director of Events / Guest Services Manager / Parking Manager / Event Managers</td>
<td>Hours:</td>
<td>Approximately 20 to 40 hours per week, depending on personal flexibility – opportunity for additional hours if desired</td>
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<td>Compensation:</td>
<td>Paid Internship - $12/HR</td>
<td>Position Structure:</td>
<td>Monthly schedule will be determined in advance to show which day(s)/week(s) will be with what department and what projects/events will be worked on</td>
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**JOB SUMMARY:**

The Events Department Intern will work closely with the Events Department (made up of Event Managers, Guest Services, and Parking) through hands on learning and training. Time will be spent evenly between events, guest services and parking teams to get a thorough understanding of the events operation at the Iowa Events Center and valuable knowledge of the events industry.

**REQUIREMENTS**

- High school diploma or equivalent
- Some completed college course work with emphasis in event management, sport management, facility management, hospitality management, or related field
- Ability to work days, weekends and holidays as needed
- Handle multiple tasks at one time and meet deadlines
- Must have demonstrated ability to function in a fact paced, high-pressure environment with upholding a positive attitude
- Possess superior interpersonal and communication skills
- Proficient with computers in a Windows format with experience in Word, Excel, and Outlook
- Detail oriented, self-motivated, and ability to work independently
- Able to lift up to 50 pounds, when necessary
- Ability to dress business casual, when necessary
- Desire to learn

**OPPORTUNITIES**

- **Event Management**
  - Plan implement, and execute select events as assigned by Director of Events
  - Shadow event managers to gain an understanding of how to manage, plan, and execute an event from start to finish
  - Work directly with internal and external contacts to gain/work on communication skills essential for successful events
  - View/shadow events from start to finish in both the convention center and Wells Fargo Arena
  - Participate in weekly department and campus staff meetings

- **Guest Services**
  - Assist with the scheduling of part-time staff – from sending out availability surveys, sending confirmed schedules, to placing staff on “game day” staffing sheets
  - Sit in/assist on interviews/recruiting efforts
  - Work and supervise to gain an understanding of how to manage, direct, and motivate part-time staff before, during and after an event – in Convention Center and Wells Fargo Arena events
  - Help in Guest Services Office during events to assist with guest questions

- **Parking**
  - Assist with the scheduling of part-time staff
  - Sit in/assist on interviews/recruiting efforts
- Work and supervise events to gain an understanding of how to manage, direct, and motivate part-time staff before, during and after an event – in Convention Center and Wells Fargo Arena events
- Filling in positions as needed based on availability
- Learn how to operate parking software, ParkHub and Park Mobile
  - Shadow Department Head(s) and other Iowa Events Center staff upon request to gain understanding of tasks each perform
  - Train/learn technology platforms used within the department such as AutoCAD, Ungerboeck, etc.
  - Assist with miscellaneous projects that you will see to completion
  - Help maintain organized files, handbooks, and other projects as assigned
  - Perform other duties as assigned

INTELLECTUAL/SOCIAL, PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The intellectual/social, physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Intellectual/Social demands:
While performing duties of this job, the employee is continuously asked to multi-task under time limits and with moderate to high pressure situations. Position requires constant attention to precise details and accuracy of specified standards including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time. Employees in this role will frequently be in leadership role; this requires directing others either verbally or in writing to complete tasks in prescribed time frame. This position also requires frequent use of interpersonal skills including: ability to direct/motivate/inform staff and foster collaboration, being able to recognize and resolve conflicts, being able to openly communicate professionally in writing and verbally with clients in the English language.

Physical demands:
While performing the duties of this job, the employee will constantly operate a computer and other office devices such as calculators, telephones, copy machines, faxes and printers. Employee will constantly move about inside and outside various areas of the facility before/during /after events to interact with internal/external clients and supervise the work of employees during events. Employee must constantly communicate via cell phone, email, text and in-person with others to exchange accurate information. Employee may occasionally be required due to business demands and event operations to lift and/or move up to 50 pounds.

Work environment:
The duties of this position are performed primarily indoors in an office environment. The noise level in the work environment is usually minimal to moderate during non-event days and moderate to loud during event days while moving about the event floor.

This job description is subject to change.
OGV360 is an Equal Opportunity Employer. Drug-Free Workplace

I have read and understand the above job description. I am also aware that these responsibilities may change from time to time with or without notice.

SIGNATURE: ___________________________________________ DATE: __________________

PRINTED: _______________________________________________