



SCHEELS arena

Position: NCAA Events Intern Length: Sept. 2018 – March 2019	Remit Cover Letter and Resume to: Scheels Arena/Fargo Force Attn: Internships 5225 31st Ave. South Fargo, ND 58104 fans@fargoforce.com
Reports To: Assistant General Manager	

Summary:

The NCAA events intern is a critical position to the operation of any NCAA event held at Scheels Arena, especially the 2019 NCAA West Regional Hockey tournament. The accurate planning and coordination of these events is crucial to ensuring a promoter or client's event runs smoothly thus establishing the arena as a venue they will consider utilizing for future events. The NCAA events intern will work directly with the VP of Events & Marketing to ensure the efficient operation of all NCAA events at Scheels Arena, including but not limited to the 2019 NCAA West Regional Hockey tournament. The ideal candidate will possess a strong desire for exposure to multiple facets of operating sporting and entertainment events as well as have a strong commitment to learning.

Essential Duties:

Event Management and Recruitment:

- Help to determine necessary logistics for NCAA events
- Monitor NCAA events ensuring they run smoothly and handling any unexpected developments
- Prepare and work with proper NCAA affiliated staff
- Research additional events that would be successful with Scheels Arena as the venue
- Provide input and draft event investment proposals and contracts for other events within the arena

Event Marketing and Operations:

- Assist with the marketing of upcoming NCAA events through internal marketing tools
- Research additional free marketing channels available to arena and NCAA clients
- Draft floor diagrams and layouts for NCAA events at venue
- Assist with other arena preparation for NCAA events and other special events within arena
- Help oversee and assist with special event set up and tear down for all events at Scheels Arena

Customer Service and People Management:

- Handle complaints of the client and/or event attendees in a polite and customer friendly manner
- Assist customers with questions regarding the facility and area
- Oversee event day volunteers and staff at NCAA events
- Assist with the recruitment of NCAA event volunteers
- Manage the scheduling of all NCAA event volunteers

Other duties as assigned by supervisor

Minimum Qualifications and Abilities:

- High school diploma, or equivalent
- Knowledge of Microsoft Office programs
- Customer service attitude and strong speaking/communication skills
- React calmly to highly fast-paced event environments
- Familiarize oneself with different venue setups

Work Environment, Physical Requirements and Additional Information:

Work Environment and Physical Requirements:

- Indoors, office environment at an ice rink
- Sitting for long periods of time
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- Other duties: special events set-up and tear down

Hours and Compensation:

- Flexible office hours Monday through Friday: minimum of 10 office hours per week
- ***Ability to work during the day/night throughout the 2019 NCAA West Regional Hockey tournament March 17-23 and other NCAA events***
- This is an unpaid position designed to foster professional development in a practical learning environment