

INTERNSHIP OPPORTUNITY
Participant Relations Intern
Beyond Monumental
www.beyondmonumental.org

Beyond Monumental is seeking a dedicated college student searching for a unique fall semester internship experience in participant relations as the fields relate to sport, event and not-for-profit management. The Participant Relations Intern will assist with participant relations, registration coordination, e-mail communication and other responsibilities assigned by the Participant Relations Manager and Executive Director.

Participant Relations Responsibilities:

1. Assist with daily participant's registration and event inquiries via email and phone.
2. Provide appropriate solutions and alternatives to participants within an acceptable timeframe; follow up to ensure resolution.
3. Coordinate with running clubs for registration needs and travel accommodations for the race events.
4. Assist coordination of hotel blocks for elites and pacers.
5. Assist with development of FAQs for volunteers in the registration, awards, or packet pick up area.
6. Assist with group pick-up preparation and communication, including Monumental Kids.
7. Serve as a "Social Media FAQ Liaison" on Race Weekend on Twitter/Facebook.
8. Other participant relations, registration coordination and event related duties as assigned by the Participant Relations Manager.

Requirements:

All eligible applicants must currently be enrolled in an undergraduate or graduate program with a minimum of 60 hours of course work completed before the start of the 2020 fall semester. Excellent oral and written communication skills; ability to manage several projects simultaneously; proficient in Microsoft Word, Excel, and Outlook; and a dedicated, energetic work ethic are required for the position. Interns must be prepared to perform physical labor, able to lift 50 pounds, work outside regardless of weather conditions and be able to provide their own transportation and computer.

Location:

The internship will take place at the Beyond Monumental office, 202 E. Market St., Indianapolis, IN. "Field Work" at Beyond Monumental will take place at various locations throughout Indianapolis.

Time Commitment & Course Credit Opportunity:

Candidates are expected to commit 10 to 20 hours per week throughout the internship, August 3rd – November 27th. Participation and support of the Indy Half Marathon at Fort Ben, October 3rd and 4th, and the CNO Financial Indianapolis Monumental Marathon event weekend is a necessity, November 5th – 7th, 2020. Beyond Monumental realizes that candidates may have additional school and job constraints; these conflicts will be addressed on a case-by-case basis. Students will have flexibility in setting their in-office schedules. This is a volunteer position but is eligible for course credit (pre-approve with university representative and Beyond Monumental Director of Operations & Community Outreach).

Application Process:

To apply, please submit cover letter, resume, and three references via email to Casey Collins, Director of Operations & Community Outreach, at casey@beyondmonumental.org