

INTERNSHIP OPPORTUNITY

Participant and Volunteer 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, events, tourism, and not-for-profit management. We are looking for a Participant Relations Intern to assist with the continued development and growth of the Indy Half Marathon at Fort Ben, Monumental Health and Fitness Expo, and the CNO Financial Indianapolis Monumental Marathon and improve the overall participant experience before, during, and after our events. The Participant Relations Intern will assist with participant registration and communication, volunteer scheduling and communication, community outreach, and other responsibilities assigned.

Responsibilities:

1. Assist with participant, registration, volunteer, and event inquiries via email and phone;
2. Provide appropriate solutions and alternatives to participants within an acceptable timeframe and follow up to ensure resolution;
3. Help coordinate volunteer scheduling and communicate event details to confirmed individuals and groups;
4. Coordinate with running clubs for registration needs and travel accommodations for the race events;
5. Assist coordination of hotel blocks for elite athletes and pacers;
6. Assist with development of FAQs and training resources for event volunteers and on-course entertainment;
7. Assist with event reporting and communication, including event sponsors and Monumental Kids;
8. Contribute to Beyond Monumental's community outreach efforts;
9. Assist with fulfilling orders/requests and help with all shipments; and
10. Other duties as assigned.

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 2021 fall semester. Excellent oral and written communication skills; ability to manage several projects simultaneously; proficient in Microsoft Office; and a dedicated, energetic work ethic are required for the position. The ideal candidate is a self-starter, prepared to handle a wide range of duties on event weekend and all related preparations. 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 in a hybrid setting, both in-person with the Beyond Monumental staff and remotely. "Field Work" at Beyond Monumental will take place at various locations in Indianapolis.

Time Commitment & Compensation:

1. Candidates are expected to commit 15 to 20 hours per week starting in August through the end of November 2021.
2. On-site participation at the following events is required:
 - a. The Indy Half Marathon at Fort Ben: October 1st and 2nd
 - b. The CNO Financial Indianapolis Monumental Marathon event weekend: November 4th, 5th, and 6th
3. Beyond Monumental realizes that candidates may have additional school and job constraints; these conflicts will be addressed on a case-by-case basis.
4. Students will have some flexibility in setting their work schedules.
5. This is a volunteer position; students are eligible for course credit (pre-approve with university representative and Beyond Monumental Director of Operations & Consumer Experience).

Application Process:

To apply, please submit cover letter, resume, and three references via email to info@beyondmonumental.org.