



**TRILOGY
LACROSSE**[®]
The Leader in Lacrosse Education

Job Title: Operations Intern
Supervisor: Director of Events

Date: 01/10/18

Job Summary

Play an integral role in the pre-event planning for all summer 2018 Trilogy Lacrosse Tournaments, Overnight Camps, Day Camps and Aces Events. Provide on-site operations support for several of these events. Manage Overall Customer Experience at these events. Manage Communication and General Inquiries. Manage Office Administration. Support Inventory Management and Distribution.

Duties and Responsibilities

Tournament + Camp Specific

- Play a critical role in the pre-event operational planning overall customer experience and on-site setup and support at tournaments, camps and aces events
- Create documents for all summer events: Check-in sheets, player checklists, medical packets, etc.
- Conduct check-in report call with on-site operational leader after each event check-in to confirm no-shows, check-in feedback, room changes and any other notable issues.
- Serve as liaison between the home office and event staff for all events where you are on-site.
- Manage distribution, collection, and analysis of all camp and aces follow up including NPS (Net Promoter Score) surveys and feedback.

Company Wide

- Play a key role in summer customer service: often times, you will serve as the initial point of contact for incoming calls. Retain and grow customer base through your daily interactions
- Support Company Communication: telephone, general info email account, mail, and fax. Maintain best practices of telecommunication systems.
- Manage Office Administration: Maintain culture of cleanliness and organization. Inventory, filing, ordering supplies, assembling deliverables, and distribution.
- Manage shipping and movement of event supplies for all summer events in accordance with established schedule (approximately 25 events): reversibles, director bags, lacrosse balls, prize packs, event signage and camp store merchandise.

Required Qualifications: (Knowledge, Skills, Abilities)

- Excellent organizational skills including spreadsheet management.
- Attention to detail and punctuality in communication and record keeping.
- Ability to develop strong interpersonal relationships with co-workers, vendors, parents, staff.
- Professional and courteous oral and written communication skills.
- Active listening skills, calm demeanor, strong ability to follow-up, passion to see project through to completion.
- Ability to succeed in team-oriented and independent project environments
- Time-management skills: ability to prioritize and multi-task jobs associated with position
- Ownership mentality for position-related responsibilities and company as a whole.
- Microsoft Word and Excel Proficiency

Required Education and Experience:

- Minimum of 1 Year of College Experience
- Lacrosse playing experience is preferable, but not required

This job description does not list all the duties of the job. You may be asked by supervisor to perform other instructions and duties as required and necessary. You will be evaluated primarily based upon your performance of the tasks listed in this job description. Management has the right to revise this job description at any time, but you as an employee, will be informed when that change occurs.