



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

Job Title: Operations Intern

Date Posted: 12/04/19

Internship Summary

This goal of this internship is to develop a better understanding of the behind the scenes that go into running a wide variety of events. Operations interns will play a critical role in the pre-event operational planning for our summer tournaments and instructional events. We will be hiring operations interns in three different areas of focus: 1) Tournament Operations, 2) Camp Operations and 3) Merchandise Sales & Operations. The duties and responsibilities below will apply to the group as a whole and interns will be focused on different responsibilities listed based on their internship focus.

Duration: 11 Weeks, May 17 – August 8, 2020 (Start date can be flexible depending on school schedule)

Compensation: \$500/week

Duties and Responsibilities

- Play a critical role in in the pre-event operational planning for our summer events
- Positively impact the overall customer experience at our events
- Perform on-site setup and support at tournaments, camps and aces events
- Support pre-event planning and creation of event documents including tournament manuals, signage, scoreboards, etc.
- Manage tournament waiver and roster collection leading up to summer tournaments
- Create documents for all summer events: Check-in sheets, player checklists, medical packets, etc.
- 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
- Manage distribution, collection, and analysis of event feedback including NPS (Net Promoter Score) surveys
- Support shipping and movement of event supplies for all summer events in accordance with established schedule (approx. 25 events): director bags, lacrosse balls, prize packs and camp store merchandise
- Manage merchandise sales across all summer events, including organization of event kits, inventory management, event close out reports and conducting on-site sales at select events

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.