



### **INTERNSHIP DESCRIPTION**

**POSITION TITLE:** Client Services Intern

**DEPARTMENT:** Client Services

**REPORTS TO:** Manager of Client Services

### **DURATION OF INTERNSHIP:**

### **SPECIFIC DUTIES:**

The intern will work the full spectrum of Client Services which includes but is not limited to; credentials, hospitality, suites and contract fulfillment. The intern will work on the grounds during events and may assist tent crew with set up responsibilities.

With the Manager of Client Services and Client Services team, help provide support for all IMS activities.

Develops and maintain outstanding working relationships with sponsors, drivers, teams, the general public, worldwide media (print and electronic), and excellent customer service to all patrons of the Client Services Office.

Assist in the printing, packaging, shipping and tracking of all hospitality and suite client contractual elements.

Help to maintain credential liability and release forms and assist in the public sale of Bronze Badges.

Respond and communicate daily to the Client Services e-mail inbox and phone lines.

Other duties as assigned by the supervisor.

### **QUALIFICATIONS:**

Enthusiasm for and commitment to the company and the Vision, Mission and Values.

Ability to work with minimal supervision.

Innovative thinker and self-starter with perseverance to lead teams to success.

High integrity and confidentiality.

*Rev 10/09*  
*Intern, Client Services*

Effective leadership skills and strong people skills.

Effective communication skills.

Effective interpersonal skills and the ability to work in a role that requires clerical and organizational skills, as well as initiative and flexibility.

Advanced computer skills as well as proficiency working with the public.

Critical thinking and problem solving skills.

Office experience and be able to work under pressure with time constraints.

**WORK HOURS:**

Schedule is flexible, taking into consideration class schedules. Required ability to work long hours, evenings, weekends & holidays during entire event season.

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