



Association of
**Diabetes Care & Education
Specialists**

Position Title: Meeting Services Intern

Job Type:

Summer Internship

Department: Meeting Services

Job Duration:

May – September 2024

Reports to: Director of Meeting Services

FLSA Status:

Non-Exempt

BASIC FUNCTION

The Meeting Services Intern plays a pivotal role in supporting the association's annual conference by overseeing numerous administrative duties and ensuring seamless engagement throughout the event. The responsibilities encompass a broad spectrum of tasks focused on the hybrid annual conference boasting 120 education sessions, over 3,000 attendees, and 100 exhibiting companies descending upon New Orleans, LA from August 8-12, 2024, alongside an on-demand component featuring 45 education sessions.

The Meeting Services Intern will report to the Director of Meeting Services and work in-conjunction with the Meeting Services team as well as various vendors.

RESPONSIBILITIES

- Establishes a systematic method for tracking and follow up 175+ speaker registrations, and 100 exhibiting companies along with exhibitor housing.
- Assist in managing conference website (updating site content and forms), mobile app and on-demand platform.
- Develops and edits engagement documents from limited information with guidance.
- Assist with metric reports for registrations, conference website and mobile app activities.
- Work with the Meetings Manger to produce event specifications for distribution.
- Work with the Meetings Coordinator to produce internal meetings by placing orders, managing changes and onsite oversight.
- Responsible for the oversight of the staff travel manifest and communication travel guidelines and instructions.
- Work with Meetings Coordinator to manage office shipment of materials to/from conferences and on-site distribution of materials.
- Provide first-line support (phone and email) for the department.
- Assist with special projects as assigned by the Director of Meetings.
- Perform other related duties as necessary to contribute to the effectiveness and overall success of the events and project strategies.

KNOWLEDGE, SKILLS, AND ABILITIES

- Self-starter, who sets priorities, demonstrates follow-through, anticipates, and resolves problems.
- Strong analytical, teamwork, attention to detail, organizational and time management skills.
- Ability to adapt to different situations and work on multiple projects at one time.
- Strong written and verbal communications skills.
- Proven integrity, maturity, dependability, a positive attitude and enthusiasm in the performance of responsibilities.
- Customer service oriented, excellent interpersonal skills.
- Ability to work well both independently, and as a member of a Team.

QUALIFICATIONS/EDUCATION

- Junior/Senior level student studying Meeting/Event Planning or Hospitality/Tourism Management
- Prior work experience with customer service focus.
- Meeting/Event planning courses or relevant training.
- Computer proficiency: Microsoft Office Suite, Adobe Acrobat Professional. Knowledge of Basecamp, Cvent, Passkey are a plus.

ADDITIONAL

- Duration of Internship: May through September
- Must be able to reliable commute to the office 2-3 days per week.
- Hours: 37.5 hours per week – extended hours plus non-traditional hours as required
- Overnight travel to New Orleans, LA: Sunday, August 4 - Tuesday, August 13.

WORKING CONDITIONS

The position operates within an office environment where a hybrid work schedule is observed. This is not a fully remote position. Must be able to reliable commute to the office 2-3 days per week. The nature of this role may require extended hours and/or working non-traditional hours to fulfill job responsibilities. May be asked to participate in overnight, out of state travel with the Meetings Department to attend and assist on site at ADCES's Annual Conference – ADCES24, in New Orleans, LA. Potential travel dates are Sunday, August 4 - Tuesday, August 13 or shorter.

PHYSICAL DEMANDS

Nature of work requires an ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile, and prepare work documents, set-up and maintain work files.

Interested candidates should submit their resume to Human Resources at HR@adces.org