Position: Sales Office Internship

Hiring Organization: WAVE Foundation at Newport Aquarium (AZA Member)

Location: Newport, KY

Job/Internship: Internship – Unpaid

Position Summary: Assist the Sales Department with projects that may include group sales, consignment, and shadow events. This position requires solid communication and writing skills. WAVE Foundation Sales Office Intern is a volunteer position with WAVE Foundation. There is no monetary compensation for this position.

Responsibilities:
• Assists the Newport Aquarium Sales Department and reports to the General Sales Manager
• Update database spreadsheets as needed.
• Outbound calls for consignment, specialty weekends, and groups from previous years.
• May be required to attend a few evening or weekend events as needed.
• General clerical support including scanning, copies, produce mailings, and answering phones/making calls.
• Communicate and maintain working relationships with educators, students, guests, staff, supervisors, volunteers, other departments, and colleagues in related industries.
• Communicate well in an environment which may include loud noises, large crowds and varying settings.
• Provide excellent and accurate customer service for WAVE Foundation and the Aquarium’s missions.
• Direct questions, suggestions or grievances through appropriate procedures and channels.
• Notify the appropriate person if unable to volunteer, either due to illness, vacation, resignation or leave of absence.
• Represent WAVE Foundation and the Newport Aquarium in a professional manner, including dress code, behavior and timeliness.
• Perform in accordance with all protocols, policies and operating procedures of WAVE Foundation and Newport Aquarium.
• Other duties as assigned.

Qualifications:
• College student majoring in Sales, Marketing, Business, Hospitality or Communications. Junior or Senior preferred and should have taken at least one course in sales, marketing or business.
• Strong organizational skills for a fast-paced environment.
• Attentive to detail and possess well developed verbal and written communication skills.
• Proficient in Microsoft Office.
• Knowledge of social media outlets such as Facebook, Twitter, LinkedIn, Pinterest, YouTube, and Instagram.
• Be engaging, friendly, courteous, enthusiastic and sincere.

Physical and Medical Requirements:
• No history of allergy related to animals or plants, which might interfere with ability to volunteer
• Ability to remain on feet for long periods of time (up to 4 hours), climb stairs, bend, stoop, and be able to lift 25lbs.
• Immunocompetence (possible exposure to infections and parasitic disease)

NOTE: May involve exposure to potentially dangerous and unpredictable animal species, restraint devices, toxic chemicals, and/or drugs. Occasional use of protective clothing or equipment is required e.g. goggles, mask, gloves, and gowns.

Training:
• Complete Aquarium orientation and online training.

Commitment:
• Application fee: $25 once accepted for position.
• Must submit a reflection paper and give a presentation at the end of the internship.
• Minimum of 20-25 hours per week - negotiable Mon. – Fri. 8:30am – 5:30pm some weekends and evenings.
• Minimum of 150 hours within 15 weeks.
• Schedule will be discussed with your Mentor upon onboarding.

Have fun while inspiring our guests to discover, explore, enjoy and protect our aquatic world.

NOTE: Scheduling hours after the first day is at the discretion of the volunteer. Volunteers will be required to schedule themselves online at www.myvolunteerpage.com, A WAVE Foundation supported database.

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Volunteer Name – PRINTED                    Date

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Volunteer Signature