

# NORFOLK BOTANICAL GARDEN



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Norfolk Botanical Garden Volunteer Services  
Internship Position Description  
Position Title: **Weddings & Special Events Intern (Unpaid)**

**Description:** Norfolk Botanical Garden is seeking a high energy, creative, individual to fill the full time position of Weddings & Special Event Intern. The position will assist with the planning and implementing of small and large-scale Garden weddings, events, corporate and social rentals and group sales that promote NBG as a top tier venue and attraction. This is a great opportunity in a highly competitive and exclusive job market!

This intern should be prepared to work in a customer service-based environment, and will finish the internship having gained broad experience in various aspects of Hospitality; Marketing; Communications; Parks, Recreation and Tourism or related fields.

**Program Goals:**

At the end of the internship, the Intern will gain experience with regard to:

- ❖ professional development for those interested in pursuing a career in the events and or tourism industry
- ❖ the structure and functionality of an event and tourism venue as well as event sales and implementation
- ❖ networking within the industry

**Responsibilities:**

- ❖ Assist with weddings, corporate events, Garden events and group tours as directed by the Wedding Director.
- ❖ Provide coordination for and support all events and tours on or off garden grounds.
- ❖ Assist staff to ensure billing accuracy with the potential to learn the selling of venue amenities to potential clients.
- ❖ Maintain departmental consistency through the use of Altru event and client database, forms and contracts as well as organizational systems provided for the department.
- ❖ Attend weekly departmental meetings and appropriate logistical meetings with garden staff.
- ❖ Maintain detailed, accurate files in order to service guests, clients and the Garden in the most expedient and knowledgeable manner.
- ❖ Maintain an excellent working relationship with team members at all levels of the Garden to maintain professionalism and a positive working environment.
- ❖ Check and route incoming telephone and email inquiries as directed.
- ❖ Represent self and the Garden with the highest level of integrity and professionalism, a service focused approach with a positive and sincere attitude.

**Requirements:**

Norfolk Botanical Garden is looking for an undergraduate student in the Hampton Roads area who is majoring in Hospitality; Marketing; Communications; Parks, Recreation and Tourism or related fields. This person should have excellent verbal and written communication skills, with heavy emphasis in customer service. Knowledge or interest of special events planning, hospitality or sales is a bonus, and will be considered when choosing the best applicant for this internship position.

- ❖ A minimum formal high school education or GED with college degree or coursework preferred.
- ❖ Excellent communication skills both written and verbal, computer literate - prefer strong Microsoft Office proficiency.
- ❖ Warm, personable and energetic demeanor and professional attire is a must, exceptional attention to details.
- ❖ Must be able to work nights, weekends, long hours and consecutive weekends.
- ❖ Must pass a national and local criminal background check.

**Dates:** Dates flexible to accommodate school requirements.

**Hours:** Maximum 40 hours per week, weekend and evening work required.

**Shift:** Varies

**Internship Duration:** Duration flexible to accommodate school or personal requirements.

**Salary:** Unpaid Internship

**Reports to:** Jessica Hintz, Director of Weddings & Special Events and Liz Le, Lead Wedding Coordinator

Updated: March 1, 2017