



# EVENT SERVICES

## For-Credit Internship

(Start Date, Duration and End Date to be determined)

303 Monroe NW  
Grand Rapids, MI 49503

# INTRODUCTION

This internship has been established to supply real-life work experience in event planning at a world-class facility.

DeVos Place is a premier convention center located in downtown Grand Rapids. Nestled beside the Grand River, the picturesque riverfront setting is the perfect backdrop for your convention, tradeshow, meeting or any event. DeVos Place offers a unique combination of meeting and exhibition space to accommodate a variety of events. The convention center features a 162,000 square foot, column free exhibit hall, 40,000 square foot ballroom and 26 individual meeting rooms (32,000 square feet). Twelve spacious loading docks (with a wash bay and marshaling area) on Michigan Street allow for easy access into the exhibit hall. Two loading docks and a ramp on Lyon Street provide access to the ballroom.

The Event Services Intern will work alongside the Event Coordinators on the coordination and implementation of some events, while at the same time the Intern will take part in assisting the Event Coordinators and Manager with projects and tasks throughout the duration of their time at DeVos Place. Some tasks may include coordinating set-up crews, event custodians, stagehand labor, ushers, ticket takers, security, traffic control, patron's ingress and egress, signage, catering, diagram layouts, and box office needs. There may also be opportunities to shadow in other departments.

Applicants for this internship should use this internship as one of the final steps in their education. This internship must be used for university credit, while a monthly stipend will be provided as compensation for the many hours worked within the department. The start, end, and duration of the internship will be discussed and determined during the interview process.

All interested candidates should provide a cover letter and resume to the Event Manager, Lauren Callahan at [llcallahan@asmgrandrapids.com](mailto:llcallahan@asmgrandrapids.com) for review. Please include your preferred start, end, and length of internship.

# JOB DESCRIPTION

## POSITION SUMMARY:

Assist Event Coordinators to coordinate client needs with building staff to assure proper set-up and smooth operations of events, working alongside them to perform tasks and projects throughout the duration of the internship. These tasks and projects are further described in the responsibilities portion found below. Hours per week is determined by the workload and changes on a week-to-week basis, with an approximate minimum of 25 hours per week. A work week may include a mixture of some late nights or early mornings, office hours, and weekends.

## MAJOR RESPONSIBILITIES:

- Prepare event fact sheets/specific packages relative to physical set-up, staff scheduling, and facilitate distribution of event information to appropriate departments. Provide guidance and supervision to service staff during events.
- Gaining an active role with some clients as the main “Point Person”. Adhering to appropriate internal policies, procedures, documentation requirements, etc.
- Prepare cost estimates and billings. Provide lessee with updates and changes in cost estimates. Assist with event settlements as needed.
- Assist in obtaining executed lease agreements, rental deposits, and proper insurance coverage for all events.
- Oversee event operations, contractors, concessionaires, etc., to ensure requirements of event(s) are addressed and met.
- All other duties as assigned.

## REQUIREMENTS:

- DeVos Place Event Manager will work with each intern’s class schedules. Students should attempt to be as flexible as possible with their availability.
- Approximately 25 hours a week dedicated to fulfilling the tasks of the internship.
- Strong verbal and written communication with a professional attitude. Business casual and business attire to be worn during office and event days.
- Interns must be enrolled in an internship course at an accredited university or college. The internship must have a university or college advisor overseeing the progress of the program.

## COMPENSATION

A monthly stipend will be given to the intern as they complete each month.

## GOALS

The goal of this internship is to present hands-on experience in the real world of event coordinating from a management perspective, highlighting the need of collaborative effort amongst all departments in the convention industry. The intern will work with guidance of facility directors, seasoned managers and staff all while experiencing the full scope of event coordinating, event load-in, shows, and load-outs. This is an active position: working “on the floor” as well as in the office, instilling organization, creating initiative, providing customer service, and learning professional work ethics.

We are happy to work with the Intern’s individualized goals and encourage each Intern to develop his/her/their own curriculum in conjunction with the Event Manager. Our Event Coordinators will do what they can to facilitate each Intern’s individualized learning needs.

ASM Grand Rapids is interested in taking an active role in the education of future managers of conventions, arenas, and theaters. ASM Global was formed in October 2019 from the merger of AEG Facilities, the global innovator in live entertainment venues, and SMG, the gold standard in event management. ASM Global is a venue management powerhouse that spans five continents, 14 countries and more than 300 of the world's most prestigious arenas, stadiums, convention and exhibit centers, and performing arts venues

You may see more about ASM at: <https://www.asmglobal.com> and more about DeVos Place at: <http://www.devosplace.org>