



VIRGINIA BEACH CONVENTION CENTER

Job Title: Sales and Service Internship

Location: Virginia Beach Convention Center

Duties: Greet customers and clients in reception office, answer their questions and/or call staff with which they are meeting. Answer telephone and give general information in response to inquiries; provide detailed event information to callers. Assist in the assembly of media kits, direct mailers, monthly schedules, invitations and related materials for meetings and promotional efforts. Provide hospitality service in office conference rooms. Back-up for taking and transcribing notes from weekly staff meetings and other team meetings.

Qualifications: Candidate must have outstanding customer service skills, friendly, wellspoken, knowledgeable of resort area and building, upcoming event schedule, professional attitude and appearance

Hours: Flexible shifts between Monday-Friday, 8a-5p. Summer, fall and spring internships are available

Training or preparation required: Operate multi-line phone, standard office machines, and equipment, some data entry

Forward resumes to:

Renée Berry
Volunteer Resource Manager
Virginia Beach Convention & Visitors Bureau
1000 19th Street
Virginia Beach, Virginia 23451
Telephone (757) 385-2128
Fax: (757) 437-2081
E-mail: RBerry@vbgov.com

Job Title: Concierge Internship

Duties: Assists walk-in visitors with information, reservations, and directions for accommodations, attractions, restaurants, historical landmarks, events, and recreational facilities so that visitors will be aware of the variety of facilities and activities available in Virginia Beach and Hampton Roads; Maintains regular contact with local attractions, hotels, restaurants, historical landmarks, and recreational facilities to ensure that accurate information is transmitted to the public; organizes, orders, and maintains brochures at Concierge Desk to ensure updated material is available to the public; schedules and conducts facility tours; Recruits volunteers for additional Concierge Desk coverage; Answers telephone calls from parties requesting event information; records names, addresses, and related information to ensure an accurate and proper response to these requests;

Performs internet research and analysis; Types and compiles statistical information regarding performance, energy and other building related measures;

Qualifications: Intermediate computer skills, excellent customer service skills, ability to work independently, familiar with Virginia Beach and the Hampton Roads area. Must possess a valid driver's license.

Work location: Virginia Beach Convention Center

Hours: Varied. Summer, Fall and Spring internships are available.

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