

NSOAI Internship Program 2024



Penn NSOAI Internship Program

Position Pay Rate: Paid Hourly (\$16/hr) + Overtime (1.5x)

Position Summary: [The NSOAI Internship Program](#) prepares Penn students with essential skills that are transferable to any workplace. All NSOAI Interns will be responsible for a variety of projects from the planning process through the execution phase. Some responsibilities include collaborating and building relationships with faculty and University staff, customer service, identifying areas of improvement, researching and recommending solutions, and more. Interns will work as a team to make New Student Orientation (NSO) and Second-Year Orientation (SYO) happen, while each taking on their own independent projects.

This leadership experience is relevant to many fields and all majors are encouraged to apply. Prime candidates are those who possess a strong desire to learn.

This is an **in-person position from June through August** with the expectation of working 20-35 hours/week during the months of June & July. Additional evening and weekend hours are necessary in August (primarily leading up to and during NSO). Interns receive an overtime rate of 1.5 times the regular hourly rate of pay (\$24/hr) for all hours worked more than 40 hours per week.

Although housing is not provided during the summer months, College House residents receive **free early move-in on Friday, August 9, 2024**.

Intern Tracks:

- Communications
- PHINS/Volunteer Management
- Event Planning

Application Deadline: Friday, March 15, 2024 at 11:59pm

Intern In-Person Working Dates: Monday, June 3, 2024 – Friday, August 30, 2024

NSOAI Internship Duties & Responsibilities



General Requirements	<ul style="list-style-type: none">• Current Penn undergraduate student in good academic standing with the University• Eager to plan and execute New Student Orientation for first-year, international, exchange, FGLI, transfer, and second-year students• Available to work in-person, on-campus 20-35 hours/week in June, July & early August and available to work in-person, on-campus 40+ hours/week from mid-August through August 26 (limited flexibility for vacation, classes, etc.)• Strong desire to learn• Willingness to work long hours during NSO/TSO/SYO• Strong organizational skills and ability to prioritize several projects• Team-player, articulate, energetic, goal-oriented• Ability to work independently and be a self-starter• Ability to exercise discretion in working with confidential or sensitive matters• Ability to work effectively with diverse groups and individuals from all levels of the University
Intern Duties	<ul style="list-style-type: none">• Assist in the coordination and execution of five+ days and nights of academic, cultural, and social programming for new first-year Penn students (including international), transfer students, and exchange students.• Answer phone calls and email inquiries from new students and their families in a professional, empathetic, high-quality customer service manner.• Professionally represent the University of Pennsylvania and the Office of New Student Orientation & Academic Initiatives.• Work closely with Associate Director (Troy Majnerick), Assistant Director (Andrea Naughton), and Assistant Director for Communications & Events (Alex Yu).• Interact with Penn professional staff members and administration.

Intern Track Options	Communications <i>(3 Positions Available)</i>	Event Planning <i>(3 Positions Available)</i>	PHINS/Volunteer Management <i>(3 Positions Available)</i>
Desired Qualifications	<ul style="list-style-type: none">• Strong oral and written communication skills• Excellent proofreading and grammatical skills• Experience with Adobe Suite (Photoshop, InDesign, Illustrator, etc.)• Knowledge of editing and/or producing web pages using Content Management Systems (WordPress), HTML, CSS or SQL• Experience with photo and video content production preferred	<ul style="list-style-type: none">• Strong oral and written communication skills• Attention to detail and ability to keep detailed records• Previous small/large-scale event planning experience• Experience working with budgets, contracts, vendors, etc.• Knowledge (or interest to learn more) about University’s financial systems• Ability to maintain composure upon changing plans	<ul style="list-style-type: none">• Previous PHINS or NSO experience is preferred• Strong communication skills• Confident leading trainings and presenting in front of peers• Previous experience with administration side of communication platforms (Slack, GroupMe, SignUpGenius, etc.) and keeping up with multiple simultaneous requests• Ability to energize and encourage others• Approachable personality
Specific Projects	<p><u>Graphic Design</u> Responsible for the creation and revision of digital and print materials, such as logos, calendars, brochures, flyers, social media graphics, and mobile applications.</p> <p><u>Website Management</u> Update, develop, and maintain website for NSOAI.</p> <p><u>Email Marketing</u> Manage large-scale email messages and newsletters using Campaign Monitor</p> <p><u>Social Media</u> Manage Sprout Social and perform other duties including producing marketing materials, post Instagram stories daily during NSO, proofreading, maintaining databases, and using social media to connect with incoming students; Assist in the development of comprehensive marketing strategies of the NSO events</p>	<p><u>Event Planning</u> Assist in the coordination of five days and nights of academic, cultural, and social programming for New Student Orientation (NSO) for first-year (international and domestic), transfer, and exchange students.</p> <p>Assist in the coordination of Second-Year Orientation (SYO) events calendar.</p> <p><u>Financial Management</u> Develop orientation programs and schedules; arrange logistics; maintain event budgets. Negotiate and administer payment for vendors and performers.</p> <p><u>Professional Relations</u> Work closely with NSOAI Professional Staff Members in all aspects of NSO planning and execution.</p> <p>Collaborate with administrators, faculty, and staff to plan and implement programs.</p>	<p><u>Staff Training & Oversight</u> Correspond regularly with PHINS Coordinators and PHINS Orientation Leaders. Establish and monitor communication platform (Slack, GroupMe, etc.) for PHINS.</p> <p>Work with intern team to develop and order PHINS merchandise.</p> <p><u>Curriculum Development</u> Using learning objectives, develop curriculum for PHINS meetings, tours, etc. to facilitate new students.</p> <p>Work with Penn professional staff to coordinate and lead large-scale, dynamic volunteer training.</p> <p><u>Logistics Management</u> Create a schedule of shifts based on the complex NSO/TSO/SYO calendar of events; ensure all shifts are covered.</p>
Track Manager	Alex Yu <i>Assistant Director for Communications & Events</i>	Troy Majnerick <i>Associate Director</i>	Andrea Naughton <i>Assistant Director</i>