

NSOAI Internship Program 2026



Penn NSOAI Internship Program Overview

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

Position Summary: [The NSOAI Internship Program](#) prepares students at the University of Pennsylvania with essential, transferable skills applicable to a wide range of professional settings. NSOAI interns contribute to diverse projects spanning the full lifecycle of orientation programming, from planning and preparation to on-site execution and post-program assessment.

Key responsibilities include collaborating and building relationships with faculty and University staff, providing high-quality customer service, identifying areas for improvement, conducting research, and recommending actionable solutions. Interns work collaboratively as a team to support the successful delivery of New Student Orientation (NSO) and Second-Year Orientation (SYO), while also managing individual projects that align with their interests and strengths.

This hands-on leadership experience is relevant across many career paths, and students from all majors are encouraged to apply. Ideal candidates demonstrate initiative, adaptability, and a strong desire to learn and grow in a fast-paced, team-oriented environment.

This is an **in-person position** running from **June through August**, with an expected commitment of **20–35 hours per week** during June and July. Additional evening and weekend hours are required in August, particularly in the weeks leading up to and during NSO. Interns are eligible for overtime compensation at **1.5 times the regular hourly rate (\$24/hour)** for all hours worked beyond 40 hours per week.

While summer housing is not provided, College House residents for **Fall 2026** are eligible for **free early move-in on Saturday, August 8, 2026**.

Intern Tracks:

- Communications
- Event Planning
- Organizational Leadership & Staff Development

Application Deadline: Sunday, March 22, 2026 at 11:59pm

Intern In-Person Working Dates: Monday, June 8, 2026 – Friday, August 28, 2026

NSOAI Internship General Duties & Responsibilities

General Requirements	<ul style="list-style-type: none">• Current undergraduate student at the University of Pennsylvania in good academic standing.• Demonstrates enthusiasm for planning and executing New Student Orientation programs serving first-year (domestic and international), exchange, FGLI, transfer, and second-year students.• Availability to work in person, on campus 20–35 hours per week during June, July, and early August, and 40+ hours per week from mid-August through August 24, 2026, with limited flexibility for vacation or other commitments.• Strong motivation to learn, grow, and take initiative in a fast-paced environment.• Willingness and ability to work extended hours during peak programming periods, including New Student Orientation, Transfer Student Orientation, and Second-Year Orientation.• Excellent organizational skills with the ability to manage multiple projects, prioritize competing deadlines, and maintain attention to detail.• Strong interpersonal and communication skills; collaborative, energetic, and goal-oriented team member.• Ability to work independently as a self-starter while also contributing effectively within a team structure.• Demonstrates discretion and sound judgment when handling confidential or sensitive information.• Ability to build positive working relationships and collaborate effectively with faculty, staff, administrators, and students across the University.
Intern Duties	<ul style="list-style-type: none">• Support the coordination and on-site execution of five or more consecutive days and evenings of academic, cultural, and social programming for new first-year (including international), transfer, and exchange students.• Provide timely, professional, and empathetic customer service by responding to phone and email inquiries from new students and their families.• Serve as a professional representative of the University of Pennsylvania and the Office of New Student Orientation & Academic Initiatives in all interactions.• Collaborate closely with the Associate Director (Troy Majnerick), Assistant Director (Andrea Naughton), and Assistant Director for Communications & Events (Alex Yu) to support program planning, communication, and execution.• Engage effectively with Penn professional staff and administrators to ensure alignment and successful program delivery.

NSOAI Internship Track Duties & Responsibilities

Intern Track Options	Communications <i>(3 Positions Available)</i>	Event Planning <i>(3 Positions Available)</i>	Organizational Leadership & Staff Development <i>(3 Positions Available)</i>
<p>Desired Qualifications</p>	<ul style="list-style-type: none"> • Proficiency in Adobe Photoshop, Illustrator, and InDesign, or a demonstrated willingness and capacity to quickly develop these skills. • Experience in photo editing, image processing, and graphic design, with an eye for visual composition and branding. • Experience in digital media marketing and content creation, including social media posts and reels. • Familiarity with website editing and content management using WordPress and basic HTML. • Excellent oral and written communication skills, with the ability to adapt messaging for different audiences. • Strong organizational skills and the ability to manage multiple projects while meeting tight deadlines. • Exceptional attention to detail in the development of design and communications materials, ensuring accuracy, clarity, and alignment with institutional brand standards. 	<ul style="list-style-type: none"> • Demonstrate exceptional attention to detail with the ability to maintain accurate, comprehensive, and well-organized records. • Exhibit adaptability and professionalism while maintaining composure in fast-paced environments with evolving priorities and timelines. • Plan, coordinate, and execute small- and large-scale events, ensuring seamless logistics and high-quality participant experiences. • Manage budgets, contracts, and vendor relationships, ensuring fiscal responsibility and compliance with organizational policies. • Utilize spreadsheet platforms such as Microsoft Excel and Google Sheets to track budgets, timelines, and reporting metrics. • Develop and apply working knowledge of the University's financial systems to process transactions, monitor accounts, and support financial reporting. 	<ul style="list-style-type: none"> • Prior experience with Peers Helping Integrate New Students (PHINS), NSO, SYO, and/or TSO programs is strongly preferred. • Demonstrates excellence in verbal and written communication. • Ability to confidently facilitate trainings and deliver presentations to large groups of peer audiences. • Comfortable utilizing Microsoft Excel for tracking volunteer staff data. • Experience managing the administrative functions of communication platforms such as Slack, GroupMe, SignUpGenius, etc. • Handles multiple concurrent requests with ease. • Proven ability to motivate, energize, and positively influence others. • Approachable, collaborative, and student-centered demeanor.

<p>Specific Projects</p>	<p style="text-align: center;"><u>Graphic Design</u></p> <p>Design and revise digital and print materials, including logos, calendars, flyers, social media graphics, and mobile-facing assets, ensuring visual consistency and alignment with institutional branding.</p> <p style="text-align: center;"><u>Website Design</u></p> <p>Update, develop, and maintain the NSOAI website, ensuring accurate content, user-friendly navigation.</p> <p>Responsible for the timely publication of critical information and event updates to ensure the audience has access to the most current information.</p> <p style="text-align: center;"><u>Email Marketing</u></p> <p>Execute high-impact email marketing strategies by designing and formatting campaigns and newsletters within Campaign Monitor.</p> <p>Focused on driving audience engagement through clear messaging and visual storytelling, while also managing high-volume inbox correspondence to provide direct support to students and families.</p> <p style="text-align: center;"><u>Social Media</u></p> <p>Manage NSOAI social media platforms by producing engaging marketing content (posts, reels, and stories) to connect with incoming students. Contribute to the development and execution of comprehensive marketing strategies for NSO events.</p>	<p style="text-align: center;"><u>Event Planning</u></p> <p>Support the planning, implementation, and evaluation of academic, cultural, and social programs for New Student Orientation (NSO), serving first-year (domestic and international), transfer, and exchange students.</p> <p>Assist in the coordination and execution of Second-Year Orientation (SYO) events, ensuring seamless logistics and meaningful engagement opportunities for participants.</p> <p style="text-align: center;"><u>Financial Management</u></p> <p>Design and implement comprehensive orientation programs and schedules; coordinate event logistics and manage program budgets to ensure efficient and successful execution.</p> <p>Negotiate contracts and oversee payment processing for vendors and performers, ensuring compliance with institutional policies and fiscal accountability.</p> <p style="text-align: center;"><u>Professional Relations</u></p> <p>Partner closely with NSOAI professional staff to support all phases of New Student Orientation planning, coordination, and on-site execution.</p> <p>Collaborate with administrators, faculty, and campus partners to design, plan, and deliver impactful programs aligned with institutional goals.</p>	<p style="text-align: center;"><u>Staff Training & Oversight</u></p> <p>Maintain regular communication with PHINS Coordinators and PHINS Orientation Leaders.</p> <p>Establish, oversee, and manage PHINS communication platforms (e.g., Slack, GroupMe) to ensure efficient information flow.</p> <p>Collaborate with the intern team to design, develop, and order PHINS merchandise.</p> <p style="text-align: center;"><u>Curriculum Development</u></p> <p>Develop curriculum and supporting materials for PHINS meetings, tours, and related programming using established learning objectives to guide new student engagement.</p> <p>Partner with Penn professional staff to coordinate, plan, and facilitate large-scale volunteer training sessions that are interactive and high impact.</p> <p style="text-align: center;"><u>Logistics Management</u></p> <p>Create and oversee a comprehensive shift schedule based on multiple concurrent event calendars and specific population needs.</p> <p>Ensure all shifts are fully staffed and manage adjustments as needed to support program</p>
<p>Track Supervisor</p>	<p style="text-align: center;">Alex Yu</p>	<p style="text-align: center;">Troy Majnerick <i>Associate Director</i></p>	<p style="text-align: center;">Andrea Naughton</p>