

## Internship Role Description

for Eleven+ Scholar Applicants

**Name of Hosting Organization:**

Destination Cleveland

**Internship Role Title:**

Destination Management Intern and Organizational Management Intern

**Number of roles available:**

4

**Available to (select any that may apply)**

College Student

Graduate Students

**Work Location & Office Covid Protocols is applicable (select any that may apply)**

Flexible/hybrid- The role can be a combination of virtual and in person

**Internship Work Address:**

334 Euclid Ave  
Cleveland, OH, 44114

**Many of applicants utilize public transportation. Is the work location accessible by public transportation?**

Yes, the work location is accessible by public transportation (Bus/Train)

**If you selected yes, the work location is accessible by public transportation please provide additional information such as what bus or train line is accessible to the work location**

Greater Cleveland Regional Transit Authority (RTA) bus and rapid lines. Our offices are on Euclid Ave. and one block from Public Square/Tower City Center. Both bus lines and rail lines feed the heart of downtown Cleveland which is exactly where we are! The rapid station is located inside Tower City Center.

**Mission of Hosting Organization**

We are unapologetic promoters of Cleveland. By attracting people and connecting them to experiences that illustrate Cleveland's diversity, creativity, and contagious passion, we stimulate economic growth. We believe that by inspiring visitors and locals to experience the region, we cultivate a passion for Greater Cleveland that contributes to equitable growth.

In more simple words, we market Cleveland both in and out of the region to attract leisure, business and meetings & conventions visitors. We also work to change perceptions of Cleveland and enhance visitor experiences.

**How does this internship role support the mission/purpose of the organization**

We have two intern opportunities available, one in our Destination Management division and one in our Organizational Management division (HR, Finance, Operations & IT). Each intern will directly work to support and/or contribute to work that directly impacts visitor experiences and/or all internal Destination Cleveland employees.

**What functions within the organization will the intern be working with? For example, this role will work with Staff Counselor, Finance Staff, and Operations Team**

For the Destination Management role:

- Director, destination development
- Director, government and community engagement
- Director of Visitor Experience

For the Organizational Management role:

- Director, Information Technology
- Vice President, Finance
- Manager, Operations
- Manager, Human Resources
- Chief People and Operations Officer

**Will there be additional networking opportunities within the organization for the intern to gain expose to other roles and functions.**

Absolutely. Our interns get the opportunity to work on projects directly related to our partners in the community (hospitality, small businesses, community leaders at the city, county and non-profit levels). They are included and invited in many of these events that interface externally and involve many internal staff in and out of their direct department. The interns also get to network with teams in all three core divisions, which are Organizational Management, Marketing and Destination Management.

<b>Anticipated Start Date</b>	Monday, May 15, 2023
<b>Anticipated End Date</b>	Tuesday, August 15, 2023
<b>Total Number of Weeks for the internship:</b>	13
<b>Total Number of hours per week the intern is expected to work:</b>	20
<b>Workday starts at: (start time or flexible)</b>	8:30am and flexible
<b>Workday ends at: (start time or flexible)</b>	5pm and flexible
<b>Contact Name</b>	Rick Wilson
<b>Contact Email</b>	rwilson@destinationcle.org

**Host Organizations website:**

<https://www.thisiscleveland.com/>

**Internship Summary**

Destination Mgmt. Intern: Work to support various duties within the second largest division of the Destination Cleveland team that's responsible for harnessing the power of Cleveland's visitors through memorable experiences.

Organizational Management Intern: Work and/or rotate on projects within in Destination Cleveland's core infrastructure team - including Human Resources, Operations, IT and Finance. This internal division ensures Destination Cleveland's employees are empowered, supported and prepared to do

their best jobs day in and day out.

### Essential Responsibilities of this role?

Destination Mgmt Intern duties:

- Research
- Outreach and info gathering
- Presentation development
- crm support
- communications development for DM audiences
- event planning support for convening stakeholders
- assist with meetings set up with stakeholders

Org Mgmt Intern Duties:

- research
- project management
- document and presentation preparation
- hands-on operations support (inventory management, tracking, supplies fulfillment, etc.)
- order processing and management
- technical support (onsite support of office technology)
- guest and/or event management support for board meetings, all-staff functions and more

### Skill Development Opportunities

Communication Skills

Problem Solving Skills

Interpersonal Skills

Teamwork

Time Management

Creativity

Adaptability

Work Ethic

Leadership Skills

### Knowledge and skills required for this role

Not all are required depending on position:

- Communication
- Time Management
- Project Management
- Human Resources, Operations, IT/Computer Science and/or Accounting/Finance background
- Hospitality
- Customer Service

### What does success look like for the intern at the end of the summer

Depending on projects assigned, successful completion of quality final product.

### Other information

Please call and/or write with any questions about the two opportunities documented here.

**Prepared by:**

Rick Wilson-Negron

**Date**

Thursday, December 8, 2022