



THE DENVER POST
COMMUNITY
FOUNDATION



Intern: Participant Relations

Position Overview

The Participant Relations internship will focus on providing timely information to participants as needed through the dedicated tour email and hotline, as well as managing the Information Tent at the DPCF bike tours.

Core Competencies

The following competencies are expected from all members of the DPCF Bike Tour team:

- Communication: effective and timely communication, both orally and written
- Teamwork: works well with others, contributes to a positive team environment
- Service: provides exceptional service to participants, partners, volunteers, and sponsors
- Leadership: demonstrates leadership and decision-making abilities in the organization
- Initiative: assesses and initiates things independently and to help improve the organization
- Accountability: reliable and inspires trust in others
- Respect and professionalism: Treat everyone with respect and maintain a high level of professionalism at all times
- Attitude: Must maintain a positive and flexible attitude when dealing with all DPCF stakeholders

Responsibilities

- Answer information emails for both DPCF Bike Tours
- Answer DPCF hotlines in a timely fashion
- Keep informed of all aspects of event to ensure questions can be answered including reading and understanding all materials generated
- Be able to assist in all registration activities
- Facilitate social media posts as needed and directed
- Assist Tour Staff as needed
- Perform other related duties as required to support and strengthen the mission and purpose of DPCF

Qualifications

- Desire to work on events
- Ability to represent the DPCF in a professional manner
- Ability to engage others in conversation and solicit needed information
- Strong written and oral communication skills
- Goal oriented individual with proven ability to meet deadlines and work independently
- Strong analytical and reasoning skills
- Demonstrated attention to detail and good organizational skills
- Experience with databases and technology preferred
- Strong interpersonal skills, flexible attitude, up-beat and with a good sense of humor, team player, ability to work with a diverse staff and volunteer team

- This position will be required to drive/travel on DPCF business. Team member must possess a valid driver's license, proof of insurance and reliable transportation.
- Proficient in Microsoft Office Suite and G Suite

Hours/Schedule:

- Start Date: Flexible depending on which Bike Tour preferably January for Ride The Rockies and April for Pedal The Plains
- End Date: Must be available to work through June 21, 2018 for Ride the Rockies and September 20, 2018 for Pedal The Plains
- Hours: Flexible with a minimum of 10 hours a week and more during Pre-Tour Week, and full time during Bike Tour
- Attendance at evening and weekend events, with some travel, is required
- Hourly wage

Physical Requirements

Job duties include a general office environment, spent sitting and operating a computer and other office machinery. Must be able to read, write, and communicate fluently in English. Must be able to lift 25 lbs and stand for extended period of times during events.

Equal Opportunity Employer

Denver Post Community Foundation provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training