



236 Walnut Avenue
Lakeside, OH 43440
internships@lakesideohio.com
www.lakesideohio.com
www.facebook.com/lakesideohio
www.instagram.com/lakesideohio
blog.lakesideohio.com

2019 Lakeside Leadership Academy (Internship)

WHAT IS LAKESIDE CHAUTAUQUA?

Lakeside Chautauqua is a nonprofit organization that engages all ages in a year-round Chautauqua experience dedicated to nurturing mind, body and spirit. Located halfway between Cleveland and Toledo, it is a historic community that offers programming in religion, education, cultural arts and recreation during the summer. With daily concerts, special events, lectures, shuffleboard, tennis, waterfront activities, cottages, hotels, shops and restaurants, Lakeside Chautauqua remains a year-round retreat for generations of families. On your days off, visit nearby Cedar Point, Put-in-Bay, Kelleys Island, the Marblehead Lighthouse and other local attractions.

Our mission is “to enrich the quality of life for all people, to foster traditional Christian values and nurture relationships through opportunities for renewal and growth...spiritually, intellectually, culturally and physically...while preserving Lakeside's heritage.”

2019 INTERNSHIP OPPORTUNITIES

- Accounting/IT Support
- Advancement Events
- Arts/Entertainment Management
- Conference & Event Planning
- Educational Event Planning/Promotions
- Environmental
- Guest Services
- Horticulture
- Hospitality Management
- Marketing & Analytics
- Newspaper Publication Design
- Photography
- Programming/Religious Life
- Recreation
- Video
- Wellness

COMPENSATION & INCENTIVES

Lakeside Chautauqua offers a competitive internship compensation package, which includes a \$2,000 seasonal stipend, shared housing (rent, water, electric and cable/Internet included), Season Pass and Season Auto Pass to attend summer programming at Lakeside.

ELIGIBILITY & TIME COMMITMENT

The ideal candidate is enrolled in a college/university with having completed at least one year of an undergraduate degree. Graduate students and recent college graduates are also accepted. Interns are required to work days, evenings, weekends and all summer holidays from May 12 (at least) to August 16 (or later). Work schedules are determined by supervisors; some positions require a 10-hour work day. It is preferred that interns are not enrolled in summer classes while working at Lakeside.

HOW TO APPLY:

Applicants must submit:

- Cover letter
- Resume
- 3 Professional references (name and contact information)
- Writing and/or design samples (if required for position)

Only electronic submissions will be accepted, including follow-up. Send materials to internships@lakesideohio.com. In the subject line, indicate the internship position that interests you. If you qualify for more than 1 position, please indicate in your cover letter and subject line; limit of 2. Recruitment begins in December, and applications are accepted until positions are filled, usually by early March. Priority consideration will be given to early applications.



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2019 Guest Services Internship

The Guest Services Intern assists at the Waterfront/Information Center, gates, shuttle and the Lakeside Chautauqua Administration Office. The intern reports directly to the Director of Guest Services with regards to all aspects of his/her position. *Please note: the Guest Services Intern is expected to work days, evenings, weekends and all summer holidays.*

ESSENTIAL DUTIES & RESPONSIBILITIES (PLUS OTHER DUTIES AS ASSIGNED):

Waterfront/Information Center

- Provide general information to guests
- Answer guests' questions and forward concerns to the proper departments
- Input daily content for monitor display with general information, upcoming events and notices
- Inventory and sell sundry beach items
- Assist guests in obtaining ODNR fishing regulations
- Handle reservations and transactions for several activities, including: rentals for Sunfish sailboats, kayaks and stand-up paddleboards, registration for wooden boat rides and cruises, signup for sailing lessons, ticket sales for special events and online registration for recreational events

Gates

- Act as an ambassador to all guests, as you are the "first face of Lakeside"
- Knowledgeable of events, programs, history and mission of Lakeside
- Ask questions of the guests, find out what they enjoy doing and make suggestions
- Show the guests on a map where they can have their questions answered (i.e. Administration Office, Welcome Center Waterfront/Information Center, etc.)
- Open/close cash drawer as needed; manage cash and credit transactions
- Work closely with Gate Ambassador Supervisor doing certain clerical work

Shuttles

- Act as an ambassador to all guests, as you are the "second face of Lakeside"
- Be knowledgeable of the events and programs, and also the history and mission of Lakeside
- Will follow regular shuttle route
- Responsible for safely moving guests from the shuttle stops to various locations across the grounds; Mack Mobile drivers will provide door-to-door shuttle service
- Maintain open communication with other Shuttle Ambassadors on duty and various departments so that guests do not have to wait for transportation

Administration Office

- Greet all guests and provide general information
- Answer guests' questions and forward concerns to the proper departments
- Keep lobby and front desk orderly; display updated information and brochures for guests
- Handle all calls, direct them to the appropriate departments and relay messages as needed

General Responsibilities

- Assist with set up and tear down of the Farmers' Market on Tuesday and Friday mornings
- Help guide guests leaving Hoover Auditorium in boarding shuttles after evening shows
- Attend weekly Guest Services meetings and carry forth information and actions as needed
- Monitor guests' feedback while assisting with appropriate responses by phone, email, mail and face-to-face
- Assist with Programming, Recreation and Operations Departments with special events as needed
- Ensure customer relations and satisfaction are of highest priority
- Participate in all LLA activities, forums and gatherings
- Make an oral presentation to the Lakeside Chautauqua staff regarding summer internship experience

HOW TO APPLY: Applicants must submit a cover letter, resume and minimum of 3 professional references (name, title and phone number). Only electronic submissions will be accepted, including follow-up. Send materials to internships@lakesideohio.com. In the subject line, indicate the internship position that interests you. If you qualify for more than 1 position, please indicate in your cover letter and subject line; limit of 2. Recruitment begins in December, and applications are accepted until positions are filled, usually by early March. Priority consideration will be given to early applications.