Sales and Administrative Internship Membership

Program Outline

Vancouver Aquarium

Feb 2012

Membership Sales and Administrative Internship

Mission Statement of the Vancouver Aquarium

The Vancouver Aquarium is a self-supporting, non-profit association dedicated to effecting the conservation of aquatic life through display and interpretation, education, research, and direct action.

Membership Department

There are approximately70,000 Aquarium members! Membership is an integral part of the Aquarium and it supports the Aquarium's world-leading education, research and conservation programs.

Membership Sales and Administrative Internship Program Description

The Vancouver Aquarium in Vancouver, British Columbia, Canada, is accepting resumes for an internship in the membership department. This internship is designed to introduce practical experience in direct sales and customer service through acting as the voice of membership by operating and executing the phone renewal campaign. Approximately 2000 memberships expire every month and the goal of this internship is to contact the individuals and inform them of their membership status and offer to facilitate an over the phone renewal. The phone renewal sales campaign will be 50% of the placement. Other experiences include assisting with various administrative, sales and retention programs including:

- Membership promotions
- Member event preparation and execution.
- Member e-communication.
- Data entry/membership processing

This goal will be accomplished by working closely with our membership and administrative staff under the supervision of a mentor. Regular evaluations, both formal and informal will allow for a productive and fun learning experience. This is an unpaid 5 days a week, 37.5 hour per week position.

Essential Responsibilities

- Operate and execute the phone renewal campaign
- Assist with membership promotion preparation
- Assist with member event preparation through coordination and execution
- Assist with various membership e-communications
- Assist with data entry/membership processing

Requirements

Applicants must be currently enrolled in a community college or university, or a recent graduate and intending to pursue a career that includes marketing, sales and administration. Must be highly motivated and a self-starter.

International Applicants:

Applicants must be legally eligible to work in Canada

- unpaid internships do fall under the category of work, and therefore require a work permit
- it is the responsibility of the applicant to obtain a work permit prior to entering Canada, for more information, please contact Citizen and Immigration Canada **http://www.cic.gc.ca/**

Accommodation

All candidates are expected to find their own accommodations in Vancouver. For more information on accommodation and maps, please find resources like the "Student Guide for Living in Vancouver" on our intern webpage **http://www.vanaqua.org/volunteer/documents/StudentGuidetoLivinginVancouver_001.pdf**.

Application Deadline and Number of Positions

One unpaid internship placement is available. Applications are due two weeks before the placement begins. Please note these dates are subject to change.

Internship Placement Dates	Number of Positions	Application deadline	Notification/ Interview Period
Mar. 5 to April. 27th, 2012	1 unpaid	Feb 1 2012	Feb 1 – 14 2012

How to apply

Please send resume, letter of interest, and one reference letter to **volunteer@vanaqua.org** with subject line: "Membership Sales and Administrative Internship", or by mail to the attention of Membership Department, Membership Sales and Administrative Internship, Vancouver Aquarium, PO Box 3232, Vancouver BC V6B 3X8. Your letter of interest should include what experience you have, what you hope to gain from the placement, how you heard about the placement and your career goals. Successful applicants will be contacted. Please note: our preferred method of application is by email to reduce paper use. Thank you for considering the environment when applying.
Good luck to all our applicants. Thank you for your interest in the Vancouver Aquarium's Internship program. Questions? Inquires? Please email **volunteer@vanaqua.org**.