



Niagara Falls National Heritage Area Visitor Experience and Special Events Internship

The Niagara Falls National Heritage Area (NFNHA) offers unpaid Visitor Experience and Special Events Internships each semester for upper level undergraduate or graduate students. The internship will provide opportunities for the intern to assist with the planning, coordination and execution of NFNHA and partner organization/site events and programs. The intern will pay special attention to identifying the visitor audience, and facilitate special events and programs that address the needs of adult, youth, family, and international audiences. The intern will assist with the Discover Niagara

Shuttle, with tasks including, marketing, compiling visitor data, coordination, and sharing information with visitors in a variety of manners.

The Visitor Experience and Special Events Intern will be required to work independently and collaboratively with team members to successfully plan, coordinate, and execute special events and programs. The intern will work under the supervision of the Project Coordinator, and work closely with team members and partners to gain conceptual knowledge and hands-on experience of tourism and the visitor experience in the National Heritage Area.

As part of the research internship, work may include any of the following tasks:

- Assisting with the planning, coordination, and execution of meetings, events, and programs for the NFNHA and partner organizations/sites.
- Assisting in communications around event management including timelines, calendars, reports, and marketing materials.
- Providing on-site assistance for a wide variety of events and programs, which may include, but are not limited to: hiking tours, interpretive tours and presentations of the NFNHA's history and interpretive themes, informational events, music/art festivals, educational programs, etc.
- Assisting with the Discover Niagara (hop-on hop-off shuttle).
- Developing visitor survey materials, and providing materials that address the needs of visitors to the National Heritage Area.

Key objectives upon completion:

- Understanding of special events/programs in the tourism industry and the workings of a National Heritage Area.
- Ability to work in a fast-paced, mission-driven organization.
- Developing community outreach skills and effectively communicate with staff and partners.
- Visitor experience procedures and visitor expectations and satisfaction.
- Logistical support of special events and programs.

Requirements:

- Projects and/or reports will be due upon completion of the internship, other requirements will vary based on the specific events and projects throughout the duration of the internship.
- At least 120 hours over the course of the summer semester, usually about 10 hours per week.

To apply, please submit a resume or CV and application to ally@discoverniagara.org for consideration. Applications are available for download at, discoverniagara.org/internships.