



LOYOLA
UNIVERSITY CHICAGO



Rogers Park Business Alliance-Loyola SES Internship Program Glenwood Sunday Market Internship

Three Glenwood Market internship positions will be available for the Summer/Fall 2021 semesters with the Rogers Park Business Alliance. Internship start date is June 1 and the end date is October 28, 10-15 hours per week, at a rate of \$15 per hour. Students can take the internship for Experiential Learning/Internship credit (ENVS 395), and both the Rogers Park Business Alliance staff and the SES Associate Dean for Academic Affairs will be involved in drafting expectations for course credit and conducting assessments of the student's progress.

IMPORTANT! Since this internship is funded by Loyola University and hours are logged in KRONOS, the total number of weekly hours cannot exceed 19.5 hours during the fall semester for all Loyola positions combined.

To be considered for this position, **students will submit a 1-page resume which should include pertinent courses and experiences, and a 1-page statement of purpose which outlines what they hope to do with their career, and how this internship could help them advance their goals and enrich their Loyola experience. Please combine the resume and statement of purpose into one PDF document prior to submitting it.** In the cover letter students should indicate which of the 3 internship positions they are applying for. Students may apply for more than one internships, but only one application will be needed. Students submit these materials to Ms. Eniko Racz (eracz@luc.edu) by March 31, 2021.

Rogers Park Business Alliance (RPBA) cultivates and sustains a thriving economic environment in Rogers Park, serving businesses and residents. RPBA is a 501c3 nonprofit, business service organization, formed in 1993. RPBA's farmers market program Glenwood Sunday Market is seeking interns to work both virtually and onsite at the market for the 2021 season. This position is supervised by RPBA's Sustainability Director and managed during market hours by the Glenwood Sunday Market Manager.

Customer Experience and Engagement Intern Job Description

Dates: June 1 – October 28, 2021

Hours: Sundays at market site, June 6 – October 24, 2021 (except for July 4), 8 a.m. – 2:30 p.m.;

Mondays 10 – 11:30 a.m.

Additional 3-5 hours per week of follow up and preparative work

Duties and Responsibilities

- Manage all aspects of the market's information tent including the food access grant program for SNAP customers
- Develop and maintain a positive, engaging atmosphere for customers, vendors, volunteers
- Respond to and track questions, requests, comments and concerns
- Assure proper social distancing, cleaning of information tent area
- Propose new customer engagement and experience concepts based on analysis and reporting of issues, including observable trends in vendor needs, operational gaps, customer behavior, health and safety guidance, legal compliance

- Assist Sustainability Director with fundraising and customer engagement events and activities both during market hours and non-market hours as assigned.
- Attend weekly GSM Leadership Team meetings
- Other duties as assigned

Preferred Qualifications

- Pursuing undergraduate or graduate degree, preferably SES major or minor
- Student status at Loyola University for the fall 2021 semester
- Prefer GPA of 2.5 or higher
- Prefer junior or senior undergraduate or graduate students
- Prefer major and/or proven significant capacities in any of the following: customer service, fundraising, event management, sales, marketing, education
- Excellent oral, written, communication skills
- Spanish speaking, writing preferred
- Languages spoken and written other than English encouraged
- Prior industry experience is preferred
- Experience working with individuals from diverse national, cultural and ethnic backgrounds.

Logistics and Operations Intern Job Description

Dates: June 1 – October 28, 2021

Hours: Sundays at market site, June 6 – October 24, 2021 (except for July 4), 8 a.m. – 2:30 p.m.;

Mondays 10 – 11:30 a.m.

Additional 3-5 hours per week of follow up and preparative work

Duties and Responsibilities

- Assist Market Manager with all aspects of vendor, customer and volunteer logistics during market's operating hours
- Assure that rules and regulations are implemented to maintain integrity of the market's operations
- Provide Vendor Support as needed including load in and load out assistance, providing breaks and other assistance
- Assist with maintaining proper social distancing, cleaning, walkway paths, vendor/customer interaction, entry and exit counts
- Propose new operational concepts based on analysis and reporting of issues, including observable trends in vendor needs, operational gaps, customer behavior, health and safety guidance, legal compliance
- Implement shopper surveys in June, August and October; enter data and analyze results
- Maintain vendor records in CRM
- Provide out-of-market hours virtual support to vendors as assigned
- Attend weekly GSM Leadership Team meetings
- Other duties as assigned

Preferred Qualifications

- Pursuing undergraduate or graduate degree, preferably SES major or minor
- Student status at Loyola University for the fall 2021 semester
- Prefer GPA of 2.5 or higher
- Prefer junior or senior undergraduate or graduate students
- Prefer major and/or proven significant capacities in any of the following: supply chain management, operations, logistics, project management
- Excellent oral, written, communication skills
- Spanish speaking, writing preferred
- Languages spoken and written other than English encouraged
- Prior industry experience is preferred
- Experience working with individuals from diverse national, cultural and ethnic backgrounds.

Marketing & Social Media Intern Job Description

Dates: June 1 – October 28, 2021

Hours: Sundays at market site, June 6 – October 24, 2021 (except for July 4), 8 a.m. – 2:30 p.m.;

Mondays 10 – 11:30 a.m.

Additional 3-5 hours per week of follow up and preparative work

Duties and Responsibilities

- Manage the market's social media accounts and post content
- Brainstorms campaign ideas
- Monitor various social media platforms such as Facebook, Instagram and Twitter
- Analyzes analytics to gauge the success of campaigns
- Understands the overall concept of the market, including the brand, customer, product goals, and all other aspects of service
- Provide suggestions to management for improving customer experience on social platforms and internal processes
- Create performance reports
- Create, manage and post social media content during market hours weekly
- Create signage, weekly email campaigns and social media content implementing GSM's digital media calendar
- Attend weekly GSM Leadership Team meetings
- Other duties as assigned

Preferred Qualifications

- Pursuing undergraduate or graduate degree, preferably SES major or minor
- Student status at Loyola University for the fall 2021 semester
- Prefer GPA of 2.5 or higher
- Prefer junior or senior undergraduate or graduate students
- Prefer major and/or proven significant capacities in any of the following: digital media, marketing, farmers markets, digital education, community development, urban planning
- Excellent oral, written, communication skills
- Spanish speaking, writing preferred
- Languages spoken and written other than English encouraged