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## **INTERNSHIP IN THE PLANNING & STRATEGIC RELATIONSHIP SERVICE FOR ITU TELECOM WORLD 2017**

**Duration of Contract:** 1 June to 31 August 2017 (3 months with possibility to extend)

### **Main Tasks and Responsibilities of the Internship:**

Junior Programme Intern within the Planning and Strategic Relationships Service (PSRS) of Telecom to support activities related to organization of the ITU Telecom World 2017 event which takes place in Busan, Republic of Korea. All tasks to be carried out at ITU HQ in Geneva.

1. Conduct research to identify key stakeholders in leading ICT companies.
2. Create and update VIP client data in the Client Relations Management (CRM) system (CRM training will be provided).
3. Provide support for the preparation and issue of VIP guest invitations; follow up to obtain responses by email and telephone and update client records as necessary.
4. Register VIP guests and solicit, quality check and upload photographs for badging.
5. Contribute to the preparation of guidelines and other documentation related to registration services; drafting and editing texts as required.
6. Assist in preparation and issue of RSVP digital invitations to attend social events; follow up to obtain and register responses.
7. Perform other related duties to support the VIP and Registration services for the event.

### **Qualifications required**

#### **Education:**

University degree in international relations or a related field.

#### **Languages:**

Excellent knowledge of English for conducting research and producing documents (drafting and editing).

#### **Microsoft Office:**

In MS Word, the ideal candidate should be able to set up mail-merge templates, perform a mail-merge, and format text.

In MS Excel, the ideal candidate should be able to create a new database, format numbers and text, add formulas (Sum, Average, Vlookup, If...), filter, sort and chart data, update reporting templates to calculate current metrics, for month over month comparisons and forecasts based on YTD values.

#### **Competencies:**

The ideal candidate should be highly organised, concerned with accuracy and quality of information, flexible, and able to keep a positive attitude under pressure. Knowledge of Microsoft Word, Excel and ability to quickly learn new software applications are required. The ideal candidate must have the ability to work well in a team and in a multicultural environment, exercising diplomacy and tact.