

## **Pilgrimage Planning Support Intern (Operations + Guest Experience)**

**Position:** Pilgrimage Planning Support Intern

**Term:** Summer (10–12 weeks). Option to extend part-time during the school year for top performers.

**Hours:** 25–32 hours/week (flexible based on your schedule)

**Location:** Remote. Some evening/weekend availability may be requested for live calls or events.

**Compensation:** Paid hourly. \$18 per hour. Benefits not included.

**Standing meeting:** Wednesdays at 9:00 AM Eastern (required)

**Reports to:** Pilgrimage Lead / Operations Lead

### **Role summary**

You will support planning and execution for mission-aligned pilgrimages and donor trips. You will keep details organized, help guests feel prepared, and ensure the internal team stays on track across timelines, vendor coordination, and communications. This role fits someone who loves operations, clear checklists, strong communication, and hospitality.

### **What you will do**

#### **Trip planning and coordination**

- Maintain master trip timelines, task lists, and weekly status updates
- Coordinate logistics across flights, lodging, ground transport, meals, and group activities (as assigned)
- Track vendor details, proposals, contracts, and key deadlines in an organized system
- Support budget tracking, invoices, and receipts in coordination with the internal team

#### **Participant communications and guest experience**

- Draft and send participant updates (what to expect, packing lists, key dates, forms, reminders)
- Maintain a participant roster and track required items (forms, payments, passport deadlines, special needs)
- Help create a “Pilgrimage Welcome Packet” and day-by-day itinerary documents
- Support a smooth guest experience through clear, timely communication

#### **Internal operations**

- Keep shared folders, files, and naming conventions clean and consistent
- Document repeatable processes so future trips run faster
- Assist with post-trip wrap-up: thank-you notes, photo sorting, feedback survey summary, lessons learned

#### **Success looks like**

- Trip plans stay organized and deadlines do not slip
- Participants receive timely, clear communications and feel prepared
- Vendor information and documents stay accurate and easy to find
- A reusable planning toolkit exists (templates, checklists, packet outline, timeline)

#### **Required skills and qualities**

- Strong organization and attention to detail
- Clear, professional writing and comfort with follow-up communication
- Ability to manage multiple tasks, deadlines, and moving parts

- Mature judgment and discretion with confidential information
- Comfort working independently in a remote environment
- In process of pursuing undergraduate or graduate degree

**Preferred (not required)**

- Event planning, hospitality, campus ministry, or travel coordination experience
- Comfort with spreadsheets and simple budget tracking
- Interest in faith-based travel, mission work, or Catholic ministries
- Ability to work occasional evenings/weekends for participant calls or live events

**Confidentiality**

Intern will sign a confidentiality statement. This role may involve access to participant contact information and sensitive travel details.

**How to apply**

Send the following to [info@worldvillages.org](mailto:info@worldvillages.org) with subject **Pilgrimage Planning Support Intern:**

- Resume
- Writing sample: a 200–300 word “trip update email” telling participants what to do in the next 30 days (passport check, forms, deadlines, packing prep)
- Your weekly availability, time zone, and location