



EMPLOYER INTERNSHIP TOOLKIT

Tips for a Starting a Successful Internship Program

Employer Internship Workbook

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Who can use an intern?

Nearly any start-up, second stage or established company can use an intern. Interns are ideal for non-profits and for-profit organizations, start-up companies or small businesses that could use assistance with marketing, information technology, research, accounting responsibilities, human resource functions, and more. In situations where an entrepreneur is working out of their home with concern that they do not have space to house an intern, it would be ideal to allow the intern to work remotely by using an off-site location such as a college/university, library, or their own home. Mid-size to large companies are also ideally suited for robust internship programs as they often have multiple departments and positions that provide great learning experiences to interns/ volunteers. The potential to utilize interns within these companies could significantly increase the organization's bottom line.

Benefits for Interns from an Internship Program

- Internships are an excellent way to learn about an industry of interest while also acquiring some of the necessary skills and tools for success in that industry;
- Internships can satisfy certain college program requirements and possibly allow the student to earn college credit, enriching the college experience and preparing for entrance into the workforce;
- Internships are a great way of building a relationship with an employer in an industry of interest. This relationship can open doors to future positions and networking opportunities that can strengthen one's career;
- Interns participating in an internship are typically more engaged in their learning and develop a better work ethic and more skills and abilities. These interns later become more dedicated employees and involved community members. By providing experiential learning while still in school, internships can give students real-life experience in their potential future choice of career.

Benefits for Employers from an Internship Program

- Internship programs can create/strengthen connection to education to ensure that supply and demand of skill sets are properly aligned;
- Internship programs are an inexpensive recruiting tool and an opportunity to train future employees. The opportunity to evaluate prospective employees while they are working for the organization can reduce significant costs in finding new talent;
- Interns bring current technology and ideas from the classroom to the workplace, thereby increasing an organization's intellectual capital;
- Interns can be another source for the recruitment of diverse employees into your workforce;
- An internship program can supply an easily accessible source of highly motivated experienced or pre-professionals;
- Interns can provide a management opportunity for mid-level staff.

Benefits for the Community from an Internship Program

- Internships can greatly decrease overhead and increase productivity of businesses, helping to strengthen the local economy;
- By building the relationship between students, workforce, education, and businesses, the community's talent will be more likely to remain in the area, helping to prevent local "brain drain";

- Internships are a great way to create a future pipeline of talent within the community, consequently having positive effects on those in early childhood education.

Types of Internship Programs

Internship: A one-time curriculum-related work assignment, which may be paid or unpaid depending on the employer and what is required of the student for the position. Many internship programs offer a stipend and/or academic credit. If it is unpaid, there must be a strong training component for the student, or the experience should be referred to as a “volunteer experience.”

Volunteer: A person who voluntarily offers him or herself for a service or undertaking, or a person who performs a service willingly and without pay. Appropriate for “unpaid internship” situations.

Five steps to developing a quality internship program:

Step 1 Set goals and policies for the internship program

Step 2 Define a plan for the internship opportunity

Step 3 Recruit a qualified intern

Step 4 Manage the intern

Step 5 Conduct exit interviews and follow-up

57.7% of internships convert to full-time positions.

(National Association of Colleges and Employers - 2010)

Step 1: Set Goals and Policies for the Internship Program

What is the main goal of your company’s internship program?

- Look at current business activities and consider what ongoing work you would like to expand or projects you would like to initiate or complete.
- Consider projects that are beneficial to your organization and provide challenging learning experiences for interns/volunteers.
- Examine your company’s recruiting needs (i.e. employees retiring, departments that are expecting growth, adding positions as a result of recovering from a recession, demand for new/emerging required skill sets, or positions that are difficult to recruit or hire for).

Who will supervise and mentor the intern? Recommended supervisor/mentor criteria:

- A supervisor should be selected because he/she likes to teach or train and has the resources to do so. The supervisor will help the intern keep their project on time and on budget.
- The mentor may be a department head, project leader, long-time employee or acting supervisor who is knowledgeable about the project on which the intern will work and can provide orientation and wisdom to the student.

Will you pay the intern?

- Determine ahead of time if you will be able to compensate your intern, and make it clear up-front. Compensation could be in the form of an hourly wage or a stipend. Be sure to incorporate a strong training component into your program; ensuring the presence of a training component will justify unpaid internships. In addition to, or in lieu of stipends or wages, you may also be able to provide funding for the student to go through training program(s).

Step 2: Write a Plan for the Internship Opportunity

Identify goals, timelines, and a general description of the project, which will become your work plan, so that everyone understands the purpose and expectations involved. Projects can be specific to a department or position, or “floating” internships can be created. A “floating” intern can be utilized throughout different areas and departments of the organization.

Benefits of a “floating” internship:

- Students who have not identified a specific area of interest within a field are able to get experience in various departments in order to choose where to concentrate their career path.
- Builds engagement between the student and the organization, which can increase output and decrease/eliminate tardiness.
- Increases communication between departments.

After the work plan has been established, create a job description for the position. Job descriptions will be used for the recruiting process. Job descriptions outline the requirements you are looking for in an ideal candidate and also help determine what skill sets are needed to fill the responsibilities required by the position.

How can you involve the intern in experiences beyond the actual work of the internship?

Further involvement can include training programs, social events, and opportunities to network with executives and other companies. Best practices for social events include:

- Encouraging interns to network amongst themselves to share their experiences.
- Inviting your intern to company sponsored events when possible.
- Considering organizing an end-of-the-program experience, such as participation in a golf outing or a lunch/reception with upper management.
- Having the intern shadow in other departments to familiarize them with your organization and expose them to opportunities outside of their original scope.
- Inviting your intern to Board meetings or other formal group settings to encourage networking with potential future employers.

Sample Work Plan:

Marketing internship

Intern name:

Length: June 1 – August 31, 2016

Schedule: Monday Tuesday Wednesday Thursday Friday

Total Hours 8 am–4 pm off 8 am–4 pm off 8 am–4 pm 24 hours/week

Email: gail.b@uwlax.edu

Password: #@\$&%

Projects:

- Style guide
- Marketing plan including demographic research
- Development and implementation of Social Media
- Website maintenance and development
- Assist with development of presentations and PowerPoints for staff
- Attend marketing committee meetings
- Assist with development of events & event planning
- Assist with general office operations

Primary Manager: Mary Jones

Secondary Manager: Jim Smith

Mid-Internship progress meeting – July 11, 2016

End-Internship meeting – August 31, 2016

Step 3: Recruit a Qualified Intern

Communicate your organization's needs with career services. The connection with career services will simplify the recruiting process for your organization and greatly reduce time spent identifying potential candidates.

Begin searching three to four months before you expect an intern to start working.

Give ample lead-time to potential candidates to apply and begin the screening/interview process.

Interviewing...Knowing HOW to ask is Critical!¹

State and federal laws have been established to prohibit discrimination in the workplace and hiring process. The process used for hiring interns must also comply with regulations and compliances. There are many questions that legally cannot be asked during an interview. Many of these questions relate to age, disability, marital/family status, height/weight, race, and ethnicity, to name a few.

Questions that CAN be asked during an interview include (but are not limited to):

- Are you over the age of 18?
- Would you be willing to relocate if necessary?
- Travel is an important part of the job; do you have restrictions on your ability to travel?
- Do you have responsibilities or commitments that will prevent you from meeting specified work schedules?
- Are you able to lift a 50-lb weight and carry it 100 yards, as the job requires heavy lifting?
- Are you able to perform the essential functions of this job with or without reasonable accommodations? (Legal question as long as the job description was thorough).
- Will you be able to carry out, in a safe manner, all job assignments necessary for this position?
- Do you speak any different languages (including sign) that would be helpful in doing this job? (Legal if language ability is directly relevant to job performance and outlined in job description).
- Are you authorized to work in the United States?
- Talk about professional or trade groups or other organizations that you belong to that you may consider relevant to your ability to perform your job.

Questions that CANNOT be asked during an interview include (but are not limited to):

- Are you married or do you have a permanent partner?
- Are you pregnant?
- Do you expect to become pregnant or have a family? When? How many children will you have?

¹ Source: Julie Mann, JMann Consulting & The Rockstar Factory

- What are your childcare arrangements?
- How tall are you?
- Do you have any disabilities?
- Have you ever been arrested?
- When did you lose your eyesight/ leg/ hearing/ etc.?
- What is your native language?
- How old are you?
- What clubs or social organizations do you belong to?

Sample Internship Offer Letter:

Date:

Intern Name

Intern Address

Dear (Intern's first name):

I am pleased to confirm your acceptance of an internship position as (Title) in the (Department Name) at a pay rate (hourly wage/stipend, if applicable). Your first day of work will be (Date). Your duties and assignments for this position will be those described to you in your orientation with (Supervisor's Name).

This offer is contingent upon completion of a physical examination, including a drug screen, and completion of employment processing procedures, as well as a criminal and/or financial background check. Please report to the Human Resources Department at (Time) on (Start Date) with the appropriate documents and completed forms.

If you have any questions, please feel free to contact (Supervisor's name) or myself. We are very pleased that you have decided to join (Operating Company name). We look forward to seeing you on (Start Date) and offer a very warm welcome.

Sincerely,

(Insert signature here)

Your name and title

Sample Rejection Letter:

Date

Intern Name

Intern Address

Dear (Intern's First Name):

Thank you for your interest in an internship opportunity with (Company Name).

Although your background and qualifications are impressive, we are unable to move forward in the hiring process at this time. Our Human Resources Department will contact you in the event that an appropriate future opportunity arises.

Thank you again for your interest in (Company Name). We wish you success in your future endeavors.

Sincerely,

(Insert signature here)

(Print your name)

(Your title)

Step 4: Manage the Intern

Getting started on the right foot is important. This will lay a solid foundation for the intern's experience. Using the work plan you have developed for the internship opportunity, you will set up an orientation for your new intern.

Give your intern the resources he or she needs to do the job:

A proper workstation, telephone with voicemail, computer and email account is vital to your interns' success. Point out the supply room and introduce any appropriate personnel.

Monitor the intern's progress:

- Make sure you are aware of what's happening with their daily tasks.
- Keep in mind this could be the first work experience for this person. When work is assigned make sure it is given with detailed explanation. A few extra minutes of explanation will pay off later when the intern produces good work independently.
- Help your intern set goals for completion of various tasks, including daily, weekly and monthly goals. This will help establish a solid work ethic for the intern.

Evaluate the intern's progress periodically and give feedback:

- Evaluations are important for the success of your interns' experience. Evaluation processes differ and yours might be a formal written review given at the halfway point and at the end of the program, or it may be delivered over an occasional lunch with the intern.
- Educational institutions may require onsite visits or conference calls during the internship to facilitate the evaluation process for grading purposes. The intern will be able to share with you what is expected and a representative from the school will contact you if this is a requirement for credit.

Orientation

It is imperative that interns (and new hires) are appropriately acclimated to your organization. It is counter-productive to overload them with information on their first day, or even first week. New hire and internship orientation programs should be set up as an ongoing process rather than a one-time event. There are things you can do to structure and strengthen your orientation program such as:

- Prepare a list of essential items that need to be covered on their first day. Also consider preparing an organizational chart that includes names and projects.
- Create a guide, document, or talking points that address your organization's culture.
- Identify and communicate how the intern/new hire will fit in with your organization.
- Mail a "welcome package" to your intern prior to their first day. Include:
 - Start date and first day agenda

- Directions and parking information (if needed)
- Bios and pictures of Board and staff members (optional)
- Frequently asked questions (FAQs) from previous interns

*If Mondays are the busiest days for your organization, do not have an intern start on a Monday. Be sure that their manager has available time to dedicate to the intern on their first day.

Sample Orientation Outline

- First day: explain the need-to-know items such as:
 - Bathroom location
 - Parking
 - Work station location
 - Specific work dates and times, attendance & punctuality requirements
 - Office hours of operation, breaks and lunches
 - Intranet/Internet policies and procedures
 - Using office equipment such as copy machine, phone system, etc.
 - Dress code (including appropriate/inappropriate attire including perfume/cologne)
 - Review organizational culture, vision and relevant department missions
 - Conduct
 - Department/organization goals
 - History/future of organization (limit this information during first week)
- Give the intern a feel for the organizational structure; provide an organizational chart and/or staff list with phone numbers.
- Review organizational and employee policies.
- Review internship components
 - Identify and discuss main projects
 - Discuss expected results
- Inform the intern of departmental or staff meetings he/she is expected to attend, and provide time during those meetings for the interns to report progress on his/her projects.
- Identify a back-up supervisor or support person who can answer the intern's questions if his/her regular supervisor is unavailable.
- Ensure that the intern understands his/her responsibilities.
- Provide a tour of the facility and an introduction to the staff.
- Have your intern sign an Orientation Acknowledgment form

Example of an Orientation Acknowledgement

Please return this dated and signed acknowledgement form to your direct supervisor. This orientation is provided to you for information and immediate reference. This is to acknowledge that you have attended orientation and understand and agree to comply with the terms of your internship.

Orientation conducted by: _____

Intern name: _____

Date: _____

Intern signature: _____

Orientation Checklist

___ Policies & procedures ___ Dress code ___ Work schedule ___ Organization goals ___ Work Station
___ Mission/vision ___ Parking ___ Lunch/breaks ___ Meeting schedule ___ Badge ___ Time keeping ___

Other: _____

Orientation conducted by: _____ Date: _____

Intern name: _____

Signature: _____ Date: _____

Step 5: Conduct Exit Interviews and Follow-up

Understanding and considering the intern's view of their experience will enable you to continue recruiting strong candidates for future openings. Using data and information collected at the end of each internship will allow an organization to make necessary adjustments to strengthen their internship program.

Proving the value of your internship program will require hard evidence that your organization is getting a return on its investment:

- Conduct an exit interview to determine if interns are leaving the organization with a good experience. This provides valuable feedback to upper management for future program planning and adjustments.

In addition to qualitative measures, a number of quantitative measures can be developed:

- Common measures may include the number of interns that become full-time employees, the number of requests for interns within the company, and growing numbers of qualified intern applicants.
- In order to successfully measure your program outcome, you should return to the stated program goals and address those outcomes.

It may be beneficial to include department managers, the intern's supervisor, and the human resource manager in the exit interview.

Sample Employer Evaluation of Intern

Intern/volunteer name: _____ Date: _____

Dates of Internship: _____

- How well was the intern prepared for this internship?
- Can you suggest instructional areas that would benefit this intern?
- Please provide examples in which the intern applied good judgment and had a technical competence for the assigned tasks.
- How would you rate the intern's sense of responsibility toward his or her assignments?
- Please provide some examples in which the intern worked quickly, thoroughly and efficiently.
- What are the intern's strengths and weaknesses when interacting with others?
- What are the intern's strengths and weaknesses when it comes to leadership?
- Discuss areas where the intern has made significant improvement.
- What are the intern's strengths and weaknesses in oral and written communication?
- Would you recommend this intern for future employment? Why or why not?
- Are there other areas involving the internship program or the intern that you wish to comment on?

Final Intern Evaluation of Employer

Intern name: _____ Date: _____

Employer: _____

1. Did you feel the work provided a valuable experience in relation to your academic studies/career goals?
2. Were you given responsibilities that enabled you to apply your knowledge and skills?
3. Were you allowed to take the initiative to work beyond the basic requirements of the job?
4. Did the organization and/or supervisor work with you regularly? Were they available to answer questions when necessary?
5. Briefly note new skills, techniques and knowledge gained in this position.
6. Discuss the weak points of your internship experience and ways they may be improved.
7. Discuss the strong points of your internship experience.
8. Was there anything that was not covered that should have been covered during the internship experience?
9. Do you think your academic program adequately prepared you for this internship?
10. If you had any aspect of your internship to do over, what changes would you make?
11. Would you recommend this internship to other students?

*Note additional comments about your particular job not mentioned above.

Exit Interview

Schedule an exit interview in advance to give the intern an opportunity to prepare thoughts and questions. Avoid scheduling it on the intern's last day on the job so that there is time to take care of any action items that arise.

- Explain the purpose of the exit interview
- Encourage the student to be as candid as possible and explain that you will be taking notes
- Begin with less sensitive questions to put the student at ease then gradually move into areas of greater sensitivity
- Ask the student if he/she has any remaining questions or suggestions for improving the internship program
- Conclude by thanking the student for his/her time and honesty

Sample Exit Interview (for the intern to complete)

Name: _____ Date: _____

Department: _____ Supervisor: _____

Company property returned:

Keys: ___ Computer: ___ Badge: ___ Parking card: ___ Phone: ___ Other: ___

1. How similar was your actual assignment to your expectations? (1=disagree, 5=agree)

1 2 3 4 5

2. How would you rate (company name) as a place to work? (1=poor, 5=excellent)

1 2 3 4 5

3. How well did your experience provide information about your chosen field? (1=unsatisfactory, 5=exceeded expectations)

1 2 3 4 5

4. What was the most valuable experience during your internship?

5. What was the part of your internship that provided the most challenge and caused you to work outside of your normal comfort zone?

6. What suggestions do you have for improving the internship program?

Legal Issues

Do you have to pay interns?

The United States Department of Labor (USDOL) Fair Labor Standards Act (FLSA), which applies to all for-profit and non-profit companies that have at least two employees directly engaged in interstate commerce and annual sales of at least \$500,000.00, severely restricts an employer's ability to use unpaid interns or trainees. It does not limit an employer's ability to hire paid interns.

It is not required by law to pay interns who qualify as learners or trainees. Rarely are all the criteria met, so we highly recommend paying interns to avoid potential issues. The USDOL has outlined six criteria for determining trainee status:

1. Interns cannot displace regular employees.
2. Interns are not guaranteed a job at the end of the internship (though you may decide to hire them at the conclusion of the experience).
3. Interns are not entitled to wages during the internship.
4. Interns must receive training from your organization, even if it somewhat impedes on the work.
5. Interns must get hands-on experience with equipment and processes used in your industry.
6. Interns' training must primarily benefit them, not the organization.

If you are a for-profit company and are unsure whether you are meeting the above mentioned criteria, consider using the term "volunteer" rather than "intern." And as always, contact your general counsel or labor attorney for additional clarification.

Workers' and Unemployment Compensation

Workers compensation Boards have found that interns contribute enough to a company to make them employees. It is wise to cover interns under your workers' compensation policy even though you are not required to do so. Interns are not generally eligible for unemployment compensation at the end of the internship.

Keep in Mind

- With the exception of less stringent termination and unemployment compensation procedures, the same laws and standards for hiring full-time employees apply to hiring interns.
- Even if a student is working through a school program for which he or she is being "paid" in college credits, the student still has the right, under the FLSA, to be paid unless the employer is not deriving any immediate advantage by using him/her.
- The employer should identify the specific terms and conditions of employment (e.g., dates of employment as an intern, including the date the internship will end; compensation; organizational and/or reporting relationships; principal duties; tasks or responsibilities; working conditions; confidentiality; any other expectations of the employer), and should discuss these

with the prospective intern, so that there is no misunderstanding regarding the relationship. Also, it may be beneficial to document such a discussion with a written agreement. This should be made in consultation with the educational institution.

- While interns are not specified in the language of the law, we strongly recommend that you follow equal opportunity employment laws when recruiting and hiring interns.
- If an intern is harassed at your organization and you don't do anything about it, your organization opens itself up to the risk of lawsuits. Take time to advise your interns of appropriate workplace behavior, the organization's harassment policy and the complaint procedure.
- To limit exposure to liability, it is suggested that you cover interns under your worker's compensation policy even when they are unpaid.

FAQ's:

Q: What level of compensation is typical for an internship?

A: In planning to allocate resources for your internship program, compensation may be a consideration.

An hourly wage can vary depending upon experience; typically the hourly wage for an intern ranges from \$8.00 to \$20.00 per hour. If you are unable to budget an hourly wage, consider offering a monthly or semester-based stipend to the student. Similar to full-time positions, offering compensation will increase the quality of the candidate pool applying for internships with your organization.

Q: Is my organization responsible for providing insurance or benefits to the intern?

A: No, normally only full-time employees are eligible for benefits provided by the employer. Interns are short-term employees and are therefore ineligible. Educational institution insurance policies typically cover students when the internship is for credit. Always consult your legal counsel to confirm.

Q: Do interns work 40-hour workweeks? Do they typically work five days a week?

A: Internships are flexible; students often plan their internship schedules around their class schedules. A part-time internship can involve anywhere between 10 and 30 hours per week. Once you identify an intern candidate you will need to discuss his/her availability and agree on a schedule that will work for both parties.

Q: When do internships typically begin? How long do they last?

A: Internships usually follow the starting and ending dates of the academic semester. They can take place during summer breaks (typically May–August), during the fall (September–December) or the spring (January–April). An internship is generally between three to nine months and can begin in summer, fall or spring.

However, internships/volunteer experiences can be flexible with timing and duration to accommodate the employer's need and the intern's schedule.

Q: What is required of the employer if the internship is for credit?

A: It is the student's responsibility to initiate and manage the credit process. The employer will be required to sign a form confirming that course outcomes will be met by the job description that is provided. The employer

may be required to sign time sheets confirming the student's participation and may also need to participate in an on-site visit from the student's faculty member or career advisor. The time and effort spent by the employer is very minimal for this process, but often yields motivated candidates who are paying for the course, and are eager to perform well to receive credits.

Q: What if my intern does not work out? Are there rules for terminating interns the same way as there are for full or part-time positions?

A: In most cases, interns are treated as employees and therefore the same laws and processes apply. It is advised that you consult with your Human Resources department and/or seek legal counsel for further information and specific Department of Labor requirements. If the internship is not a mutually beneficial opportunity for both the student and employer, the employer should also communicate with the student's career advisor to discuss the situation.

Q: I like my intern and would like to extend the internship. How do I go about this?

A: This is at your discretion and you may continue an internship and/or extend an offer for future full-time or part-time employment once the internship has been completed. Communicate your intent to the intern before they begin searching for other opportunities and inform the career services offices.

Sample Internship Job Descriptions

Summer Marketing/Advertising Internship

The Marketing/Advertising Intern will be responsible for:

- Evaluating current advertising placement while researching and developing recommendations for radio, print, and outdoor advertising distribution campaign for 15 state region.
- Assist with planning and execution of 2016-17 DSM & Dealer Business Launch meetings and implementation of marketing programs.
- Review current social media campaign, update strategies and implement effective communication plans.
- Assisting in developing a pricing and training strategy for utilizing early pay program.
- Track and analyze new customers acquired to create a branding and retention plan.
- Providing back up and support for marketing team as the need arises.
- Skills to Develop:
- Enhance analytical skills and apply to current marketing communications strategy.
- Project Management and implementation related to local advertising tactics.
- Develop written and oral communications skills directed toward customers and management.
- Learn about practical marketing strategies and implementing programs.

Qualifications:

- College Sophomore standing or above, majoring in a Marketing or Communications discipline.
- Other qualifications: This role requires proficient use of Microsoft Office (Outlook, Word, Excel, PowerPoint) and Adobe.
- Excellent personal, phone and written communication skills are required.
- Organizational skills and attention to detail are a must for success.
- Planning and project management are key skills for this role.
- General understanding of agriculture would be beneficial.
- Self-starter; able to work well without constant direction.

Intern - Refugee Resettlement

Empower and serve newly arrived refugees by helping them access government and community resources, and navigate their first weeks and months in the U.S. while meeting the requirements of the Federal Reception and Placement Program. Provide on-going cultural adjustment services to families and individuals.

- Assist Reception & Placement Manager in preparation for refugee arrivals.
- Provide assistance to case management staff in post-arrival activities, such as Public Aid appointments, Social Security applications, health clinic appointments, and ESL registration.
- Assist in securing housing and apartment set-ups.
- Assist with initial health screenings, coordination of follow-up appointments, and education about health and medical services in the community.
- Educate newly arrived cases about community resources and services.
- Maintain and update Welcome Binders (comprehensive resource given to each arrival).
- Research as requested by various programs: community resources, potential opportunities, etc.
- Maintain case files and case notes.
- Greet clients in front office lobby: direct phone calls and visitors appropriately.
- Participate with program staff and other departments in weekly meetings.
- Assist with administrative tasks as necessary.

Requirements

- Background knowledge or demonstrated interest in international and/or humanitarian affairs.
- Competent in the use of Microsoft Office.
- Ability to work with minimum supervision, and to deal with problems/issues promptly and efficiently.
- Ability to communicate clearly, both orally and in writing.
- Flexible and motivated team player.
- Language skills in Arabic, Burmese languages, French, Spanish, or Swahili welcomed but not required.
- Previous experience working or volunteering in a cross-cultural setting preferred.
- Coursework or degree in International Studies, Social Work, Counseling, Political Science or related field.
- Valid driver's license and clean driving record.
- Access to a personal vehicle and willingness to drive on assignment.
- Access to a personal cell phone and willingness to use it on assignment.

While all internships are unpaid, the program is competitive, and you are encouraged to approach it in the same way you would a job. Applicants are required to submit a cover letter, resume, application, and to pass a Criminal Background Check. Incomplete applications will not be considered.

We are currently recruiting for Summer (May 2016), and the application deadline is April 1, 2016.

Sales Operations Intern

The core purpose of the Sales Operations team is to monitor and improve sales processes. Specifically, we exist to monitor the health of our sales organization, uncover new opportunities, and bring relevant and critical knowledge to our business partners. This is most commonly achieved through accurate sales reporting, sales analysis, forecasting, lead management activities, sales pipeline analysis, Salesforce CRM management, sales team training, process re-engineering, and sales enablement tools. This team is part of the larger Business Solutions division but maintains close relationships with key functional teams such as Sales, Marketing, Legal, and Product.

As the Sales Operations Intern, your role will be to assist current team members through Sales Reporting, basic trend analysis, process improvement projects and sales association efforts. Your day-to-day will include working with individual sales reps, sales management, marketing specialists or sales support staff to uncover new opportunities or identify existing problems. Successful candidates should be proficient with Microsoft Excel, be a self-starter, demonstrate leadership traits, and be able to understand the big picture while focusing on specific detail.

Responsibilities

- Maintain B2B Sales matchback process
- Basic data and sales trend analysis
- Document sales processes
- Assist with monthly sales reporting
- Audit CRM usage and data accuracy
- Assist with projects as needed

Minimum Qualification

- Current student pursuing an undergraduate degree. Junior or senior status preferred.
- A current cumulative GPA of 2.5/4.0. A cumulative GPA of 3.0/4.0 or higher is preferred.
- Ability to function independently and as part of a team
- Excellent written and verbal communication skills
- Ability to effectively handle multiple projects in a fast paced environment
- Proficient in Microsoft Office Suite. Particularly Microsoft Excel.
- Strong process focus
- Positive attitude and interest in the field of education
- Proven leadership skills through past work experience or involvement.

Desktop Support Intern

As an IT Support Intern you will gain practical experience in desktop support, IT operations and network management by working closely with our IT and business partners. You will use basic knowledge and skills obtained through education as well as on-the-job training to field incoming help desk calls from customers via phone, ticket system or e-mail in a courteous and timely manner.

You will provide support by building a rapport and eliciting details from customers. By performing question and problem diagnosis calls will be prioritized and resolutions scheduled or communicated in a way that is understood by our end users. This may expand to guiding users through step-by-step instructions based on call scripts, knowledge base articles or previous experience. All calls are well-documented with research, analysis and troubleshooting steps and escalated to the appropriate team/technician when applicable.

Work also involves providing support activities with software maintenance implementations, equipment deployment, new user set up, break/fix, security enhancements and support, and performance assessment and support functions.

Requirements:

- Enrollment in IT-related degree program.
- Excellent interpersonal and communication skills
- Personal accountability, integrity, and trust
- Intermediate Windows/Microsoft Office Suite experience
- Proficient at installing and configuring new hardware and software
- Able to document system processes
- Ability to perform hands on technical support for end users

Acknowledgements:

This Internship Toolkit was created by the following individuals and is used with their permission:

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