



POSITION DESCRIPTION

Masters Level Operations Management Intern	
Department: Executive	Status: Unpaid/Paid Non-Exempt
Reports to: C.O.O	Last Reviewed: March 2023
Titles reporting to this role: None	Next Review Date: October 31, 2023

Position Summary:

The Operations Management Intern supports the Chief Operations Officer (C.O.O) with specific tasks and/or projects related to agency-wide operations, service delivery, strategic planning and reporting, development of policies and procedures. Under the guidance of the C.O.O, they will support in conducting research, compiling, synthesizing and interpreting data; generating reports and drafting policies. They will collaborate with the necessary department/program directors and other members of the Senior Management Team as needed to gather data and complete projects.

Essential Duties and Responsibilities

Include the following duties as assigned:

Operations and Service Delivery

Under the direction of the C.O.O, the Operations Management Intern (OM Intern) will support the agency's continuous quality improvement process and compliance by working collaboratively with the Director of Quality and Performance on specific projects as assigned to gather statistics, generates monthly or quarterly required reports etc. to inform the C.O.O's recommendations to the President/CEO. The OM Intern, as needed, will support the preparation of the agency's risk management plan and initiatives, and work on specific projects and initiatives that will include engaging outside program/department staff to reinforce the agency's CARES core values. Participate on the Performance Management Committee as directed.

COA Re-Accreditation

Under the direction of the C.O.O, and in collaboration with the VP of Family Services, the OM Intern will provide assistance during the agency's Council on RE-accreditation (COA) process to ensure compliance with Agency standards by gathering agency documentation, drafting narratives etc. to prepare for self-study and on-study submission.

Strategic Planning and Reporting

Under the direction of the C.O.O, the OM Intern assists, as needed, in the coordination and execution of the agency's strategic plan, support to develop a process to gather updates and produce quarterly and annual reports that will be presented to the Board. Participate in committees and initiatives to roll out the agency's strategic plan as needed.

Policies and Procedures

In collaboration with Director of Quality and Performance, the OM Intern supports the C.O.O in drafting, implementing, updating any necessary Agency policies and procedures.

General Requirements:

Sensitivity to cultural diversity is required. This position requires the intern to be onsite at least one day per week to perform the expected duties. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions. May work a hybrid schedule with both remote and onsite work hours.

Education/Experience:

Must be enrolled in or have recently graduated from a Master's program from an accredited college/university. Students/graduates enrolled in Human Service Administration, Business Administration, Organizational Leadership or related programs preferred.

Computer Literacy & Knowledge Skills Abilities:

Must be computer literate and proficient in Microsoft Office, Outlook 365. Working knowledge of social media. Ability to work with Office 365 and Microsoft Teams. Intermediate to Advance Skills with Word and Excel. Ability to multitask and prioritize. Strong verbal and written communication skills. Ability to work independently and with a team

Mathematical Skills:

Must have and understanding of math as used for adding, subtracting, percentages, ratios, etc.

Operating Environment and Working Relationships:

Works collaboratively and routinely with management staff and Agency employees. Well-developed administrative skills. Ability to express oneself clearly and effectively. Superior interpersonal abilities. Ability to get along with diverse persons, and personalities. Must be tactful, mature, and flexible. Good reasoning abilities and sound judgments.

Decision Making Authority:

Exercises discretion, independent judgment in executing tasks.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry up to 25lbs.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

I acknowledge and understand that:

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Signature/ Firma de Empleado: _____

Date/ Fecha: _____

