

POSITION ANNOUNCEMENT

Title: Internship Coordinator
Office: Boston
Location: Boston, MA

POSITION OVERVIEW:

Reporting to the Senior Director of Corporate Partnerships, the Internship Coordinator serves as the primary day-to-day contact for students who are on their internships. The Internship Coordinator provides support to ensure that our interns are developing professionally while also adding real value to their sponsoring companies. S/he also provides support and interacts regularly with the managers/supervisors on the corporate side. The ideal candidate is a resourceful go-getter who is excited to grow and develop, to do what it takes to get the job done, and to contribute to closing the opportunity divide. In keeping with Year Up's values and in alignment with the requirements of the role, the Internship Coordinator interacts with students regularly, participating in creating and sustaining a positive educational environment with trust among students, faculty and other staff.

KEY RESPONSIBILITIES:

The Internship Coordinator will deliver Year Up's approach of "high service, high support, high expectations" in all interactions with interns, partners, staff, and other stakeholders. Responsibilities include but are not limited to:

Intern and Partner Relationship Management

Learning and Development Phase (while students are at Year Up)

- Prepare all corporate partner information for the intern/partner matching process
- Work closely with Year Up staff to ensure student placements strategically align with partners needs
- Facilitate internship readiness workshops for current students.
- Organize and manage internship on-boarding activities including necessary background checks, drug screens, and company applications
- Coordinate "due diligence" activities and "meet and greet" meetings (e.g. prepare packets with intern job descriptions, company information, contact information, etc.)

Internship Phase (while students are serving on internships)

- Maintain the intern development and action plan documents, drive the associated processes, and bring in other team members as needed.
- Coordinate assessment activities to ensure intern growth and professional development. For example: become an expert on SurveyMonkey, send out performance surveys, and ensure that responses are received in a timely manner
- Assist the Year Up team in assessing and solving any issues which may arise during the internship
- Gather regular feedback from supervisors regarding intern performance
- Assist our young professionals as they transition from being students to interns, and lastly alumni.

General (ongoing)

- Oversee logistics related to interns and client accounts ensuring students are placed on site, training partners and students on roles and responsibilities, and holding students accountable to Year Up values and enforcing the contract during the internship period.
- Build partner relationships -- interfacing with supervisors, students, staff members as needed -- both while students are preparing for internships and serving on their internships
- Maximize all opportunities in the process of account management to consultatively make recommendations on the various solutions, partnerships, and volunteer opportunities Year Up offers
- Engage with a variety of people (IT department supervisors, Year Up students, HR professionals, C-level executives) at various organizations (Fortune 500s, small local businesses, nonprofits) in a variety of settings (one-one-one meetings, large events)
- Maintain accurate records (in Salesforce.com) of relevant activities with partners and other stakeholders, and support the Director of Corporate Partnerships in inputting relevant information.
- Ensure intern contact information is current and entered in Salesforce.
- Participate in cross-site (national) internship strategy sessions and efforts as appropriate

Sales Support

- Consolidate and prepare marketing materials to be used with prospects or potential corporate partners
- Support Director of Corporate Partnerships in activities relating to growing, deepening and strengthening corporate relationships. Activities could include data input, scheduling meetings and building reports.
- Conduct needed market research to ensure our training is meeting market needs

Boston Team Member/Learning Community Member

- Be an active member of a Learning Community: serve as an advisor to 2-4 students per cycle, plan and facilitate interactive group exercises, deliver core elements of the program as needed.
- Participate in staff meetings and trainings for both the internship team and the Boston team
- Facilitate collaboration across teams including development, program, and alumni

QUALIFICATIONS:

- A passion for working with urban young adults, an unshakable belief in their potential and a strong commitment to the mission of Year Up
- 1-2 years professional experience strongly recommended. Relevant experience includes: administrative support, project management, corporate training, customer service, relationship management.
- Strong organizational and time management skills with exceptional attention to detail
- A professional and resourceful style with the ability to work independently and as a team player, to take initiative and manage multiple tasks and projects at one time
- Desire to work in a fluid, dynamic organization with a minimal amount of supervision while consistently modeling professional attire, behavior and language.
- A strong networker who is able to move comfortably and credibly in the community
- Commitment to diversity and inclusion
- Understanding of customer relationship management software; salesforce.com experience a plus
- Experience working in the (IT) informational technology or financial sectors a plus
- Experience providing account management to corporate customers is a plus
- Ability to build strong relationships with students and senior corporate leaders required
- Strong professional writing skills required; experience in documenting processes preferred
- Flexibility, creativity and willingness to learn and work on different tasks as needed
- Proficiency with Microsoft Office required
- Minimum educational requirement: high school diploma/GED and a commitment to completing an Associates or Bachelors degree

Salary is commensurate with education and experience. Year Up also offers a competitive benefits package including healthcare, dental, 401(k) match and vacation.

ORGANIZATION DESCRIPTION:

Founded in 2000, Year Up is a non-profit organization with a mission to close the Opportunity Divide by providing urban young adults with the skills, experiences and support that will empower them to reach their potential through professional careers and higher education. Year Up recognizes that the Opportunity Divide—specifically, historical barriers to education and professional work—is driven by race, ethnicity, national origin and socio-economic status. Year Up seeks to close the divide by setting high expectations and providing high support for our young adults.

Through a one-year intensive training program, Year Up provides urban young adults ages 18-24 with a unique combination of hands-on technical and professional skills, college credit, and corporate internships. Year Up lives by and adheres to a core set of values that reflects an unshakable belief in the talent and full potential of our young adults. With a \$40 million operating budget, Year Up will serve more than 1,400 students in 2011 across eight sites in Atlanta, Baltimore (community college pilot program), Boston, Chicago, New York City, Providence, San Francisco, Seattle and Washington, D.C. In 2009, when 75% of non-profits either did not grow or remained flat, Year Up grew its revenue by 23%, enabling us to increase the number of students we serve by 56%.

Year Up has the distinction of being rated one of the Top 10 non-profits in the nation by *U.S. News and World Report*, one of the 50 best nonprofits to work for by the *NonProfit Times*, and one of the best non-profits to work for by Opportunity Knocks. Other awards include *Fast Company Magazine's* Social Capitalist Award for innovative business model and social impact in 2005, 2007, and 2008. In 2009, the Harvard Business School published a case study on Year Up's origins and success.

Please visit www.youtube.com/yearupinc to hear Founder and CEO, Gerald Chertavian share his motivation for starting Year Up.

TO APPLY:

Please submit a thoughtful cover letter and resume through our website:

<http://tbe.taleo.net/NA8/ats/careers/requisition.jsp?org=YEARUP&cws=1&rid=252>

