Job Description & Specifications

JOB TITLE: Intern--Operations
EXEMPT: No
REPORTS TO: Chief Operating Officer, Voice of San Diego

SUMMARY: Under the direction of the Chief Operating Officer, the Intern, Operations will have the opportunity to work alongside Voice of San Diego’s Operations Team. This role will support the department’s fundraising, membership, and general administrative functions. The intern will obtain a better understanding of the business of running a nonprofit organization.

The intern will learn to use several software programs, including Salesforce and MailChimp, to enter data and review constituent records. Intern will interact with constituents and will assist with planning various events, including our annual public affairs summit, Politifest. Intern will have the opportunity to work with development directors, the CFO, and journalists on the team.

This is a paid internship. Intern is expected to work 20 hours per week.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

• Enter data into Salesforce database.
• Assist with planning and logistics for Politifest.
• Respond to calls and messages from constituents, including donors, readers, and community members.
• Support Director of Development and Director of Philanthropy.
• Interact with community partners and sponsors regarding invoices, deliverables, and other project related matters.
• Follow all company and department policies and procedures.
• Develop and maintain productive, informative and respectful relationships that support the achievement of Voice of San Diego’s mission statement.
• Perform other essential duties and responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES: None.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements following this paragraph are representative of the knowledge, skill, and/or ability required.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**
- Currently pursuing a Bachelor’s degree in business administration, communications or a related/equivalent degree is required.

**COMPETENCIES:**
- Judgment – Display willingness to make decisions. Exhibit sound and accurate judgment. Support and explain reasoning for judgment.
- Professionalism – Approach others with respect and tact; react well under pressure; follow through on commitments. Demonstrates initiative and persistence.
- Attention to detail—Possess extreme attention to detail and have strong organizational skills.
- Dependability – Follow instructions, respond to management direction; take responsibility for own actions; keep commitments; commit to long hours of work when necessary to reach goals.
- Initiative – Look for and take advantage of opportunities.
- Organizational support – Follow policies and procedures; completes administrative tasks correctly and on time; supports organization’s goals and values.
- People skills -- Strong “people skills” to interact with members, vendors, etc.

**LANGUAGE SKILLS:**
Must have a strong command of spelling, grammar and punctuation and the ability to read and interpret all kinds of documents and correspondence.

Ability to effectively present information and respond to questions from groups or individuals required. Must be able to communicate with individuals who have differing educational backgrounds and cultural norms.

Spanish or other languages a plus.

**COMPUTER SKILLS:** Typing ability on a computer is essential. A good command of MS Office applications, keyboarding, email applications and other computer skills required.

Interest or understanding of CRMs and event websites a plus.

**MATHEMATICAL SKILLS:** Basic mathematical skills such as the ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
PHYSICAL DEMANDS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk or hear. The employee is frequently required to use hands to type on a computer keyboard as well as finger, handle, or feel objects, tools, or controls; reach with hands and arms; sit; climb or balance; stoop, kneel, crouch, or crawl; bend, lift and climb stairs while carrying supplies or equipment. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

The employee frequently sits for long periods of time at a desk in an office. The employee may be required to stand for over an hour and observe meetings, people and events. The employee may be required to lift and/or move up to 10 pounds and occasionally lift and/or move up to 20 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and physical demands of the role.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those the employee encounters while performing the essential functions of this job. Employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

AT-WILL: The individual hired in this role will be at-will and will be subject to termination by the employee or the Company, with or without cause, with or without notice, and at any time.

AMERICANS WITH DISABILITIES ACT (ADA) STATEMENT
The Company will provide reasonable accommodations (such as a qualified sign language interpreter or other personal assistance) with the application process upon your request as required to comply with applicable laws. If you have a disability and require assistance in this application process, please contact Julianne Markow at 619-550-5673.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

EQUAL EMPLOYMENT OPPORTUNITY (EEO) STATEMENT
The Company is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, sexual orientation, gender or gender identity, national origin, disability status, protected veteran status or any other characteristic protected by state or federal law.