



Alliance Business Hub Internship

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Overview of the Internship:

The Charleston Area Alliance Business Hub Internship is an experiential learning program that develops young leaders by giving them real-world experience in an office setting. Through the internship, students will develop their professional and interpersonal skills, gaining the confidence to thrive in the workplace and in their personal lives. Interns will support the Alliance staff and membership by assisting with administrative, outreach, networking, and technical tasks, based on their unique qualities and strengths. Through this experience, interns will develop their business skills and expand ties in the community through networking and assisting at Alliance-hosted events.

Information on the Internship:

Each internship session lasts eight weeks, with the opportunity to extend. The internship is a year-round program, with the goal of having two or more interns per session. Interns are paid a small stipend and receive a letter of recommendation when they successfully complete the program. Schedules are flexible to accommodate school requirements, but interns generally work about 15-20 hours per week.

Location of the Internship:

The internship is located at the Charleston Area Alliance Business Hub and Headquarters Building, which is at 1116 Smith Street in Charleston. It is within walking distance of Capitol Market, GoMart Park, and Capitol Street.

Application:

The internship is a competitively selected program. Interns are required to apply and provide a reference. The application can be found on the Charleston Area Alliance website www.charlestonareaalliance.org

Job Description and Expectations:

A job description is provided on the following pages.

Point of Contact

For any questions about the internship, please contact Ria Terrell at mterrell@charlestonareaalliance.org or Mara Boggs at mboggs@charlestonareaalliance.org

www.charlestonareaalliance.org

Alliance Business Hub Intern Job Description

PRIMARY DUTIES:

- Develop professional and personal skills by learning administrative, outreach, and technical tasks.
- Assist Alliance staff with administrative outreach duties.
- Serve Alliance membership and Kanawha County in a positive, proactive manner with an enthusiastic attitude.
- Maintain the standard operating procedures and expectations of the office.
- Works on projects, as assigned

DAILY RESPONSIBILITIES:

Outreach skills

- Complete a project in several areas within our operations:
 - **Outreach Project.** Attend and possibly speak on behalf of the Alliance at an event, with the direction of the Director of Membership Services
 - **Prospect Project.** Write letters on a weekly basis to attract out-of-state businesses to Kanawha County. The goal is to send at least 10 letters per week, organized by sector. You will work with the Director of Economic Development and with the President/CEO on this project.
- Greets and coordinates visitors who come to the Alliance office
- Assist visitors who have appointments with staff members
- Completes other special projects as needed

Administrative skills

- Completes the required training in order to succeed as an Alliance intern
- Writes a biography which may be published on the Alliance website
- Answers phones and routes requests and issues appropriately
- Assists with the opening, dating, stamping processing, and distribution of incoming mail, and helps shred correspondence as needed
- Assists staff with administrative or clerical matters
- Prepares general correspondence, memos, and background details for events or board meetings

Office-Wide Professional Standard, with the goal of having an environment where we can do our best work:

- **Represent** the Alliance, our board, and our membership in a professional, friendly manner
- **Use the guiding principles** of being proactive, collaborative, efficient, value-added, long-term thinker, and aligned with our strategic plan
- **Be a team player;** striving to build each other up as a team, and assisting each other as needed

- **Develop** personally and professionally, as a team and as an individual
- **Maintain a safe environment** in our office, at our events, and as we attend events across the state
- **Maintain Standards across the Staff:**
 - Strive to answer membership or board questions within 24 business hours, and faster if able
 - Answer the main office line if the phones are heavy
 - Ensure all events are represented on the shared calendar
 - Report critical information to the President/CEO in a timely manner

THIS INTERNSHIP SHOULD RESULT IN:

- A working understanding of professional office procedures, to include membership services, business outreach, community outreach, and office operations
- Develop a deeper appreciation of community service through work in a non-profit
- Learn the resources that are available to membership through the various services and resources available
- Develop meaningful relationships with peers, colleagues, staff, and the business community
- Successful completion of the internship results in a positive reference, resume entry, and potential opportunities in the future