



Monday, December 11, 2023

Internship Job Description for Upward Mobility Scholar Applicants

The Upward Mobility internship program provides meaningful opportunities for students in the field of employee mobility while providing a rich pipeline of diverse talent for industry employers.

Name of Hosting Organization:

Berkshire Hathaway HomeServices Professional Realty

Internship Role Title:

Relocation and Referral Department Intern

Number of roles available:

1

Available to College Students (2023/24 School Year). Select any that may apply):

First Year

Sophomore

Junior

Senior

Work Location & Office Covid Protocols is applicable (select any that may apply):

All virtual

Flexible/hybrid- The role can be a combination of virtual and in person

Mission of Program:

The Upward Mobility Program provides meaningful opportunities for students in the field of employee mobility while providing a rich pipeline of diverse talent for industry employers.

If the applicant doesn't reside in the local area is your company willing to provide relocation assistance?

No relocation support provided

Hourly Wage Rate

\$15.00

Anticipated Start Date:

Monday, June 10, 2024

Anticipated End Date:

Friday, August 16, 2024

Total Number of hours per week the intern is expected to work:

20

Workday starts at: (start time or flexible) 9am (Flexible)

Workday ends at: (start time or flexible) 5pm (Flexible)

Hiring Manager's Name/Title: Michelle Solly

Hiring Manager's Email: msolly@bhhspro.com

Mentor's Name /Title: Michelle Solly

Mentor's Email: msolly@bhhspro.com

Host Organizations website:
bhhspro.com

Internship Summary:

As an intern in the Relocation and Referral Department, you will work on a variety of different daily activities as well as projects. From a daily perspective, you will learn how to receive, process and assign referrals from the moment they are received until the customer purchases and closes on a new home. You will interact with our Realtors who are assigned these referrals as well as their Business Coordinators to ensure they are complying with our customers requirements while also assisting them where we can help. You will interact with our Marketing Department on a project to enhance our Relocation Website. Finally, you will also interact with Accounting, Operations and our Leadership on occasion. There is no one standard day in the life of this department and in our business. It is very dynamic and fast-paced where you will learn a lot. We are still learning something new every day!

Essential Responsibilities of this role:

Day to Day Duties

- Assists the Relocation & Referral Coordinator with placing referrals to one of our certified agents
- Assist Relocation & Referral Coordinator to review agents' work product and complete paperwork requirements for all relocation and/or referral source- transactions
- Ensuring requirements for various referral sources are met relating to agents' direct input into the referral source's system
- Oversee work with vendors to coordinate repair items, in coordination with relocation agents
- Place outgoing referrals for our agents
- Track file requirements and send updates as needed based on referral source requirements
- Assist in preparing relocation reports and ensuring data integrity in our internal relocation system

Possible Projects

- Relocation Website – review and make recommendations for content on relocation website
- Research past lost real estate referrals and updating system with eventual sales information
- Projects relating to improving use of our existing relocation system.
- Under the guidance of the Relocation Director, work with Move for Hunger to implement company wide effort for collecting non-perishable food from customers selling their home and coordinating pick up from local movers for delivery to local food banks
- Other projects as necessary

Skill Development Opportunities:

Communication Skills	Problem Solving Skills	
Interpersonal Skills	Teamwork	
Time Management	Creativity	Adaptability

Knowledge and skills required for this role:

- Organized
- Detail oriented
- Proficient skills with technology
- Has customer service skills
- Comfortable speaking on the phone
- Works well with others
- Willing and eager to learn

What does success look like for the intern at the end of the summer?

You will come away from this experience knowing the various steps and considerations that go into placing a referral for the ultimate goal of that customer purchasing or selling their home. You will help identify improvements to our Relocation website by recommending content for our various real estate markets as you learn about those markets. You will also learn how real estate fits in to the larger scope of Mobility and the Relocation process. You will be instrumental in coordinating a charitable company-wide effort for collecting non-perishable food that would otherwise go wasted when someone moves from their home. All of these activities, amongst others, will help you learn how to operate and succeed in a professional and dynamic work environment virtually working with a variety of different people.

Company Specific Training for Intern:

You will receive training on our internal tracking system as well as our client portals and dotloop where we store real estate transaction documents and details. We have 39 offices all over the state of Ohio who service various real estate markets, both metropolitan and rural. We will spend time training you on those markets, our offices and our Realtors who service those markets to understand their skill sets for best placement of referrals received from our clients.

Other information:

Berkshire Hathaway HomeServices Professional Realty has 39 offices all over the state of Ohio.

Applicant needs proximity to either one of the Berkshire Hathaway Ohio locations or Parkersburg, WV Erie, PA, or Fort Mitchell, KY.

The Relocation and Referral Department works virtually. Based on the candidate's location, we can determine what office is the best office for the intern to work. With that said, the position is hybrid with most of the work can be done virtually. Being in the office could only occur when meeting with the Relocation and Referral Director but that is also flexible.

Prepared by:	Michelle Solly
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