

## Internship Role Description

for Eleven+ Scholar Applicants

**Name of Hosting Organization:**

College Now Greater Cleveland

**Internship Role Title:**

Human Resources Intern

**Number of roles available:**

1

**Available to (select any that may apply)**

College Student

Graduate Students

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

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

**Internship Work Address:**

1500 West 3rd Street, Suite 125  
CLEVELAND, OH, 44113

**Many of applicants utilize public transportation. Is the work location accessible by public transportation?**

Yes, the work location is accessible by public transportation (Bus/Train)

**If you selected yes, the work location is accessible by public transportation please provide additional information such as what bus or train line is accessible to the work location**

College Now's offices are connected to Tower City.

The bus and train stations in Tower City represent the hub of the Regional Transit Authority(RTA's) rail network. All rail lines converge here, and many RTA bus routes serve the area near the Station.

**Routes Serving This Rapid Station**

11: Quincy - Cedar

14-14A: Kinsman

15: Union - Harvard

19-19A-19B: Broadway

1: St. Clair

22: Lorain

251: Strongsville Park-N-Ride

25: Madison - Clark

26-26A: Detroit

39: Lakeshore

3: Superior

45: Ridge - Fulton

53-53A: MetroHealth Line - Broadview

55-55B-55C: Cleveland State Line

71: Pearl - Tiedeman

77: Brecksville  
8: Cedar - Buckeye  
90: Broadway - Libby  
B-Line Trolley  
Blue Line  
HealthLine  
Red Line

### **Mission of Hosting Organization**

College Now's mission is to increase postsecondary educational attainment through college and career access advising, financial aid counseling, and scholarship and retention services.

### **How does this internship role support the mission/purpose of the organization**

College Now is a service organization and as such, team members are its most important asset. The role of College Now's Human Resources(HR) team is to ensure that the organization's most important asset has what they need - in terms of onboarding, training, benefits, and support, in general - in order to carry out the work that will lead us to closer reaching our mission. All of the work that happens within HR supports and aligns with the purpose and mission of the organization.

### **What functions within the organization will the intern be working with? For example, this role will work with Staff Counselor, Finance Staff, and Operations Team**

This role will work with the Human Resources Department and has the potential to interact with all departments within College Now.

### **Will there be additional networking opportunities within the organization for the intern to gain expose to other roles and functions.**

Yes, the intern will be part of the Human Resources Weekly "Catch-Up" Meeting and will attend the organizations "Meet the Departments" session, designed to introduce new team members to the different areas of the organization and how they may work with the other departments. The intern will be encouraged to set-up individual meetings/informational interviews with organization team members in their areas of interest, with support from their supervisor.

<b>Anticipated Start Date</b>	Wednesday, May 31, 2023
<b>Anticipated End Date</b>	Friday, August 11, 2023
<b>Total Number of Weeks for the internship:</b>	10
<b>Total Number of hours per week the intern is expected to work:</b>	24
<b>Workday starts at: (start time or flexible)</b>	between 8 am and 9 am
<b>Workday ends at: (start time or flexible)</b>	between 4 pm - 5 pm
<b>Contact Name</b>	Bridget McFadden
<b>Contact Email</b>	bmcfadden@collegenowgc.org

## Host Organizations website:

www.collegenowgc.org

## Internship Summary

The Human Resources Intern will support projects that will contribute to the development of standard tools and resources that will help the department in supporting its customers (all College Now employees) efficiently and effectively, in addition to supporting recruitment efforts that will ensure top talent is in place to deliver services at the start of the school year, in August.

## Essential Responsibilities of this role?

1. Assisting with organization recruitment efforts to include posting positions, reviewing applications, conducting phone screens, communicating status with all applicants, scheduling interviews and monitoring background check processes.
2. Research interview rubrics and support the creation of a standard template to be used organization wide.
3. Research and organize the organization's recruitment sources into an easy-to-use format that can be shared with all staff.
4. Coordinating organization-wide intern lunch and learns, in partnership with HR department. To occur 2-3 times during the summer.
5. Assist with planning, and potential implementation, of all staff retreat taking place in August 2023. Date has not been confirmed yet and it is hoped that the intern will be able to attend.
6. Assist with helping the human resources department to go paperless, by scanning, uploading and tagging current paper files into the organization's Human Resources Information System.
7. Assist in updating HR presentations for New Employee Orientation and Meet the departments and others as assigned.

## Skill Development Opportunities

Communication Skills

Problem Solving Skills

Interpersonal Skills

Teamwork

Time Management

Work Ethic

## Knowledge and skills required for this role

- Rising senior preferred (completed junior year of college)
- Effective communication skills (both verbal and written)
- Solid organizational skills.
- Attention to detail—very important!
- The ideal candidate will have an interest in human resources, higher education, and a strong commitment and passion for promoting access to education for everyone.
- Experience with research and comfort with making cold calls (to potential candidates, venues to research/secure for staff retreat, etc.)
- A high aptitude for follow-up.
- Ability and desire to take ownership of the projects they are assigned.
- Self-motivated.
- Ability to multi-task and comfortable with changing/shifting priorities.
- Strong excel skills.
- Familiarity with utilizing PowerPoint or other presentation software.

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

HR tools will be developed and a plan will be in place to roll-out to staff; events planned will have taken place; the organization will be closer to reaching its "paperless" goal within the HR department; all open positions will be filled by August.

## **Other information**

The organization can be flexible with hours, in addition to some of the project work, depending on the final selected individual's interest. For example, if the benefits side of HR is something the intern would like to be exposed to, College Now can make sure to involve the intern in a project in that area.

**Prepared by:** Bridget McFadden

**Date** Thursday, January 19, 2023