



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:

Synergy Global Housing

Internship Role Title:

Client Services Intern

Number of roles available:

1

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

Senior

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

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.

Internship Work Address:

3000 Executive Parkway
San Ramon, California, 94583

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

\$20.00

Anticipated Start Date:

Monday, June 24, 2024

Anticipated End Date:

Wednesday, August 21, 2024

Total Number of Weeks for the internship:

10

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

40

Workday starts at: (start time or flexible) 8:00

Workday ends at: (start time or flexible) 4:30

Hiring Manager's Name/Title: Robert Wyatt

Hiring Manager's Email: rwyatt@synergyhousing.com

Mentor's Name /Title: Robert Wyatt

Mentor's Email: rwyatt@synergyhousing.com

Host Organizations website:
<https://www.synergyhousing.com/>

Internship Summary:

Paragraph describing the internship opportunity including other people or functions the intern will interact with, stakeholders they'll support, accountabilities, etc.

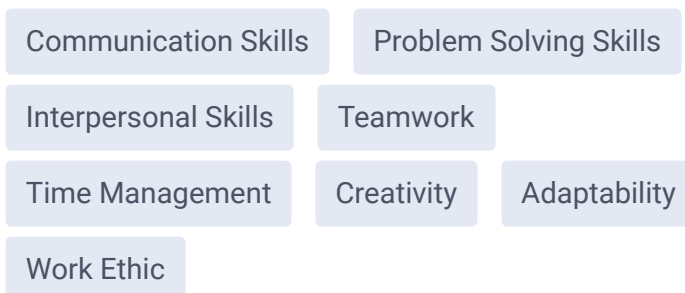
Synergy's intern will perform administrative and clerical responsibilities in support of the Client Services Department. Opportunities to interact with other departments will also be available when assigned a project that warrants working with other teams.

Essential Responsibilities of this role:

(Employee may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

- Guest Interaction - email notifications to guests and answering guest queries in liaison with CSC.
- General Administrative Daytime
- Data entry into ReloQuest and Oscar.
- Data Integrity Reviews
- Managing Deadlines
- Pulling property profile links from Sourcing
- Parking and Pet Documentation
- Guest background check forms
- Other duties as assigned

Skill Development Opportunities:



Knowledge and skills required for this role:

- Requires strong verbal skills to obtain positive results through people persuasion.
- Adaptable and must be able to react quickly to change.
- Requires a fast response time to inquiries as well as follow-up.
- Ability to achieve results and meet deadlines that are set by the company itself.
- Multi-tasking and organization is required.

- Ability to work seamlessly in a team-oriented environment as well as individually.
- Some college business courses preferred.
- Basic computer knowledge including MS Word and Excel is required.

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

We have the following goals that will be key to the success of the internship program as:

- Ensure that our intern will see the impact of their contributions on tasks / projects assigned – seeing the final output or deliverable.
- Learn and practice new skills.
- Build network and connections (within the company and within the industry).
- Receive and provide feedback from mentor, co-workers and manager.
- Ensure that they will have a meaningful internship experience.

Company Specific Training for Intern:

Our chosen intern will be provided with a comprehensive program that will cover all aspects of the business, company culture, industry knowledge and job specific training (soft and hard skills). Our training methodology will be a combination of instructor-led and technology-based training, on-the-job training, simulation exercises, coaching/mentoring, case studies and roleplaying.

Prepared by: Barbara Gonzales

Prepared by email: bgonzales@synergyhousing.com

Date: Thursday, December 21, 2023

Mentor's Name /Title: Robert Wyatt