

## **Operations/Management Internship**

### **Company Description**

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The Home Instead Senior Care® network of locally owned and operated franchises is one of the most trusted networks of home care worldwide. An innovator in eldercare since 1994, Home Instead Senior Care is dedicated exclusively to helping seniors stay in their homes as they age. Locally, Home Instead Senior Care of Seacoast and Southern New Hampshire has been serving seniors since 2002.

### **Internship Description**

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Home Instead Senior Care of Seacoast and Southern New Hampshire is seeking a Operations\Management intern for the summer of 2010. Hours are flexible throughout the Monday-Friday work week. This is an unpaid position however ideal for college students looking to obtain academic credit and recent grads wishing to add real world experience to their educational credentials in the business.

The individual hired will have the opportunity to work alongside of the Director of Operations. This position will allow an individual to assist in overseeing the daily operations of each functional department of our small business—Human Resources, Operations, Quality Assurance, Marketing and Service Management.

The internship will provide the student the opportunity to:

- Attend weekly operations and department meetings
- Understand the benefits of a franchise system
- Assist in management of new business
- Assist in planning CAREGiver educational workshops
- Assist with implementation of new CRM software
- Assist with building/maintaining client and CAREGiver schedules
- Assist with taking employment and service inquiries
- Collect unreported CAREGiver shifts
- Assist with administrative and clerical duties

### **Qualifications**

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Our office staff consists of 12 team members who work to manage a large group of continuously growing clients and CAREGivers. As a result it is imperative that each team member work synergistically as a cross-functional team. The ideal candidate will possess the following qualities:

- Currently working towards a bachelor's degree in business administration
- Excellent verbal and written communication skills
- Possess a strong ability to work individually or in a team setting
- Must be self-starter

- Possess a strong work ethic and is eager to meet and exceed objectives
- Proficient with Microsoft Office
- Ability to work in a fast-paced environment