



JOB DESCRIPTION

Position: **Operations Intern**

Classification: Intern

Status: Part-time

Reports to: Senior Manager, Program Operations

Location: Tacoma, WA

Updated: July 2022

POSITION SUMMARY

An effective communicator and attentive to detail, the **Operations Intern** will update program recruitment email campaigns; assist in social media content development; and assist in operational duties as assigned.

Self-motivated and detail-oriented, the Operations Intern will support the Senior Manager, Program Operations and play a key role in helping to ensure that DoC systems and program operations run smoothly.

The Operations Intern will gain valuable experience in communication systems and program operations management. They will deepen their organizational skills and understanding of how non-profit organizations operate.

EXAMPLES OF SPECIFIC RESPONSIBILITIES

COMMUNICATIONS

- Update program recruitment email campaigns in Dynamics Marketing.
- Develop content for DoC programs' (Act Six and/or Seed) social media sites.

PROGRAM SUPPORT

- Support the design, development, and implementation of program operation systems and processes.
- Provide support to the Senior Manager, Program Operations on ad hoc program-related projects as assigned.

QUALITY ASSURANCE

- Provide the highest quality customer service and delivery of accurate and excellent information.
- Ensure both internal and external communications comply with DoC branding expectations.

REQUIRED QUALIFICATIONS & EXPERIENCE

- Commitment to the mission and values of Degrees of Change.
- Pursuing a college degree.
- Deep commitment to educational, racial and economic equity.
- Effective communicator with strong presentation and writing skills.
- Strong organizational, administrative and interpersonal skills.
- Self-motivated, detail-oriented, flexible and receptive to constructive feedback.
- Proficient in Microsoft Office applications (Word, Excel, PowerPoint, Outlook).

TO COLLEGE AND BACK. TOGETHER.

We prepare diverse, homegrown leaders to succeed in college and use their degrees to build more vibrant and equitable communities.