

Position Title: Administrative Intern

Reports to: Operations Assistant

Status: Internship

Length of Internship: Minimum of one semester period

About the Talent/Admin and Operations Departments

FLY's Talent/Admin and Operations Departments own the effective hiring, training and assimilation of competent talent across multiple jurisdictions. Our team knows how best to support and nurture staff to grow and perform. Our talent and administrative infrastructure supports the agency's ability to execute key priorities and processes for high individual and agency performance, greater staff retention and agency and individual growth. The Talent/Admin and Operations teams work together to provide seamless support through staff transitions, technology and physical space needs, as well as equipping all teams in the agency with the resources and materials they need to do their jobs effectively and efficiently.

Administrative Intern – Position Summary

The Administrative Intern will provide organizational and administrative support to the office operations and talent management departments, including administrative support to the Operations Assistant, Operations Manager, Talent Development Manager, and Director of Talent and Administration. S/he must function efficiently and effectively in a fast-paced professional environment and have the proven ability to complete multiple tasks and projects with diverse priorities and deadlines. This individual must be able to organize and maintain administrative processes as directed and guided by the Operations Assistant.

The ideal candidate will be dynamic, high-energy, and organized, and must possess strong written and verbal communication skills. S/he must consistently exhibit a high level of professionalism with all FLY staff, clients, stakeholders and visitors. The Administrative Intern will uphold FLY's core values and be internally motivated by FLY's mission.

Primary Responsibilities*:

- **Establish a Welcoming and Professional Atmosphere for All FLY Visitors**
 - Greet every person who walks into the FLY office, make an inquiry about their visit, and alert the appropriate staff member as to who is here to see them. During this time, offer water and initiate friendly conversation.
 - Answer all phone calls in a pleasant and professional manner and check voicemail as regularly. Cover reception as needed and coordinate with Operations Assistant when additional coverage is necessary.
- **Provide Organizational and Administrative Support to Overall Office Operations and Admin Department**
 - Support the Operations Assistant in the management of day-to-day office operations as needed
 - Replenish, stack, and organize all office paperwork neatly, including: reimbursement forms, fax cover sheets, etc. Ensure copiers and printers are stocked with paper and replace toner as needed.
 - Miscellaneous administrative tasks including, but not limited to the following: faxing, photocopying, filing, data entry, mileage, running errands, ordering and picking up food, reserving the conference room for staff and board meetings, recording photocopier usage, special projects, and sending out mass staff emails



- Complete miscellaneous tasks and special projects as needed or assigned by the Operations Assistant, Operations Manager, TDM and DOTA.
- **Provide General Organizational and Administrative Support to Talent Management and Staff-related Events**
 - Support the Operations Assistant with FLY's database (ETO) to track and document correspondences and employment processes, applicant statuses, and interview case notes
 - Support FLY's Human Resources efforts: post vacant positions; check jobs@flyprogram.org and print all applicant cover letters and resumes for TDM review; help create interview schedules as needed; collect paperwork from applicants; help prepare the physical workspace space for any new employees
 - Organize and assemble New Employee Paperwork packets and keep multiple, prepared packets on file at all times.
 - Support the execution of the All Staff Monthly Meetings: assist the Operations Assistant in collecting updates from programs and directors; buying and setting up food; arranging the room; and disseminating materials
 - Assist in the coordination, calendaring, planning, and execution of yearly staff-related celebrations and special events: Birthdays, 5-Year Anniversaries, Staff Departures, V.I.P. Party, Annual Staff Retreat, Staff Lunches, and Staff Days Away
 - Assist with preparation for staff trainings including coordinating reservations of meeting rooms, ordering food, and preparing training materials as needed
- **Inventory and Stocking Office Supplies**
 - Coordinate with the Operations Assistant to inventory on a weekly basis and put away/organize/replenish office supplies on a monthly basis. This includes: general supplies, program-specific supplies, kitchen supplies, print cartridges and toner for the copy machine, postage.
 - Replenish snacks in kitchen on a monthly basis, in addition to other team building resources as needed
- **Maintain Overall Office Appearance and Cleanliness**
 - Keep the front office (upstairs and downstairs) looking clean, presentable and professional at all times
 - Open the blinds in the morning and close at the end of the day

**May include other duties as needed and assigned*

Organizational Duties:

- **Uplift FLY Morale**
 - Maintain a fun, positive and hardworking ethic while interfacing any FLY staff, volunteers, stakeholders and/or clients
- **Acknowledge and Support FLY's Culture**
 - Adhere to all FLY policies and procedures
 - Maintain personal balance and be receptive to perceptions of imbalance; voice concern if assistance is needed
 - Seek out and participate in personal and professional development opportunities
 - Adhere to, uphold, and incorporate FLY's values into all relations with youth, staff, and community stakeholders/volunteers:
 - Caring
 - Change Agents



- Diversity/Creativity
- Respect
- Commitment (Non-Judgmental & Unconditional Love)
- Responsibility/Accountability
- Professionalism

Qualification and Competency Requirements

Positional Competencies – required for our Law Program Intern

- *Must be at least 21 years old*
- *Must have reliable transportation, drivers insurance and live in or near Santa Clara County area*
- *Must be available 10 hours per week; must have reliable transportation*
- *Strong Written and Verbal Communicator*
- *Relationship-builder with staff, youth and volunteers*
- *Computer Proficient*
- *Ability to follow directions, implement projects and offer creative solutions*
- *Planning, Organizing & Stewardship of Resources*

The Administrative Intern is an unpaid internship with professional development and youth program involvement opportunities. Interested applicants please submit a Cover Letter expressing your interest and fit for this position and Resume to internships@flyprogram.org.

Please specify the title of the Intern position for which you are applying within your email's subject line.