

**2021 International Client Services Intern**

**Position Summary**

*Where Indiana Intersects With The World!*

Add an international business experience to your professional credentials, in Indianapolis!

The selected intern works in support of The International Center’s Relocation Services department, supporting the Relocation Director, Relocation Coordinators, Relocation Assistant, Relocation Specialists, and Manager of the expat spouse orientation program. The selected intern helps with assignments that include creating/revising materials, data entry, research, and arranging services/appointments/tours for newly-arrived or departing international corporate transferees.

**Responsibilities:**

* Assists with booking hotels, car service, and rental cars for transferees
* Arranges and schedules administrative appointments and tours (e.g. schools/daycare) for newly-arrived transferees
* Arranges and schedules Move-In and Move-Out inspections of rental properties
* Assists with creating home finding and settling-in itineraries for transferees
* Enters data into relocation portal
* Scans and uploads documents into relocation portal
* Assists with updating Relocation Services documents and handbooks
* Creates reports and presentations
* Conducts research via internet, email and phone calls to service providers
* Creates periodic newsletter on department activities for third parties
* Prepares Welcome Folders for transferees
* Special projects as assigned by Director or Coordinators

**Desired Learning Outcomes:**

* Gain an understanding of US and international business and cultural diversities

• Become familiar with:

* + the Relocation industry
  + the tools and software it utilizes
  + interacting with international clients
  + orienting clients to Indianapolis
  + meeting program objectives with our third party clients

• Gain skills in research, organization, problem solving, and effective communication with different entities and across cultural barriers

For more information about The International Center, its mission and internship program, go to [www.internationalcenter.org](http://www.internationalcenter.org). Intern applications and cover letter may be submitted through this portal, or you may submit them directly at <https://www.internationalcenter.org/employment/> or email to [internships@internationalcenter.org](mailto:internships@internationalcenter.org)

On behalf of The International Center team, we look forward to hearing from you soon!

For more than 40 years, The International Center has served Indiana as a catalyst for international growth and as a guide to the world’s cultural landscape. Our Board of Directors and our diverse and experienced staff are dedicated to growing our community as a key player in the global marketplace and serving as a window to the world – looking out and looking in.

**Our Vision**

Indiana embraces a global economy, values all cultures, and is a vibrant place to live and work.

**Our Mission**

The International Center is a catalyst to inform, convene and connect public, private and civic global objectives in Indiana.

**2021 Internship Program FAQ**

**What are the benefits of interning with The International Center?**

As an intern at The International Center, you can expect staff members to be invested in you and to treat you as they would their peers. The benefits of working for The International Center are unique and varied!

* experienced and adept at in-office, virtual, and hybrid working models
* attend Weekly Intern Program Meetings that includes professional training, career support modules, and presentations by global business & civic leaders
* participate in an Indiana Naturalization Ceremony and present a U. S. flag to a new citizen
* tap into a supervisor, mentor, and a team committed to your growth and success
* expand your international perspective and gain new, unique experiences
* engage in unique local and international networking opportunities
* develop a career plan with support in resume building & professional recommendations
* gain professional skills for the global economy
* earn school credit
* enjoy a flexible schedule

Check out The International Center’s social media for more information about the organization.

* Twitter: @INTLCTR, #IVLP

<https://twitter.com/INTLCTR>

* Facebook: The International Center

<https://www.facebook.com/pages/The-International-Center/246213911149>

* LinkedIn: The International Center of Indianapolis

<https://www.linkedin.com/company/international-center-of-indianapolis>

* Blog: The International Center

<http://www.internationalcenter.org/category/blog/>

**Is it possible to participate in extracurricular activities, classes, and/or other jobs while serving as an intern?**

Absolutely! We understand that you are a student and have other activities in which you are involved. The International Center allows you the flexibility to work around your school’s internship requirements and create a schedule that works for you.

**Can I select more than one area of interest to apply for?**

Yes please, we encourage it! Just let us know which areas are of interest in your cover letter.

1. Business Development, Research Analysis & Consulting
2. Accounting, Finance & Operations
3. International Research & Business Program Management
4. International Client Services
5. Event Planning & Management
6. International Client Program Management
7. Marketing, Public Relations & Analysis
8. International Research & Programming
9. Non-Profit Administration
10. Operations & Organizational Project Management

**Does The International Center only recruit from colleges and universities in Indianapolis?**

No. students at colleges and universities from anywhere in the state, country, or world may apply. Please note that all students must arrange their own travel and accommodations for the duration of their internship, and The Center cannot aid in obtaining work visas. The Center also accepts internship applications from recent college graduates.

**Are internships paid or unpaid?**

The International Center’s internships are unpaid. However, we are happy to work with your college or university to provide credit for your internship.

**Does The International Center observe a dress code policy?**

Yes. Our dress code policy is business professional as it is common for us to host meetings with business, government and international leaders.

**Do I have to have a specific major in order to be considered?**

No. Through the years, we have had a wide variety of students, with varying majors, intern with The Center. All students with a strong interest in gaining professional and international experience are welcome to apply.

**What other activities or experiences may I participate in, outside of my role?**

We provide a weekly program agenda that covers topics like international protocols, board governance, community outreach, non-profit fundraising, interviewing and mentoring, social media, intro to business operations, etc. plus a variety of unique opportunities such as participation in a Naturalization Ceremony, lunch with the Board Chair, Citizen of the Year Awards Gala, Indiana Economic Development speaker luncheon, to name a few!

**What are the principal responsibilities of an intern?**

There are several, and can vary from role to role, season to season. The principal responsibilities include:

* Develop/document goals with your supervisor
* Attend weekly intern meetings featuring special guest speakers & customized career programming
* Represent the IC at naturalization ceremonies and other city-wide events
* Support the IC’s virtual programming and development initiatives
* Provide research support for special projects and ongoing programs
* Assist the IC with fundraising and special events
* Serve as an organizational ambassador in recruiting future interns and volunteers

**What are the preferred qualifications to be a successful intern?**

* Excellent interpersonal skills
* Excellent writing skills
* Strong research aptitude and/or skills
* Strong organizational skills
* Willing to be versatile and flexible, with a self-starter work ethic
* Ability to work independently and collaboratively with staff members, volunteers, and external stakeholders
* Proficiency with Microsoft Office Suite (Word, Outlook, Excel, PowerPoint)

**What is the hiring timeline and projected work hours?**

We operate on an open recruiting cycle, meaning first applications received are the first reviewed. Apply early!

We offer the following internship programs (dates are estimated ranges):

* Spring (January 7 – May 3)

recommended to have application submitted by October 1, if not earlier

* Summer (May 6 – August 16)

recommended to have application submitted by March 1, if not earlier

* Fall (August 19 – December 13)

recommended to have application submitted by June 1, if not earlier

250 minimum hours are required for the internship so that interns are available for the numerous opportunities that arise. Individual schedules may vary depending on the specific projects and other learning opportunities that may arise, as well as school commitments, family obligations and vacations.

The International Center’s traditional office hours are 8:00 a.m. – 5:00 p.m. Monday through Friday. Estimated work hours average 15-20 per week for fall and spring terms around class schedules and 20-30 hours per week, generally 9:30am – 3:30pm weekdays during the summer.

***In an effort to ensure the team’s good health and safety during the pandemic, we have established a hybrid work model that incorporates both in-office (mask, social distancing, work area partitions, hand and office sanitizer, scheduling) and virtual (Teams, Zoom, OneDrive) work. We have the leadership, culture, organizational structure, technology, processes, and experience to thrive in this work model.***

**How do I Apply?**

To apply for an internship at The International Center, please send your resume and cover letter to [internships@internationalcenter.org](mailto:internships@internationalcenter.org).

**Please be sure to include your preferred internship program date range, top 3-4 roles of interest, and schedule availability, if known, in your cover letter.** The internship is unpaid. A $60 monthly stipend for downtown parking is provided.