



The International Center

## 2024 Information Systems & CRM Management

### Position Summary

*Where Indiana Intersects With The World...* Our International Center Intern Mentors will help U. S. students achieve an international business experience and international students achieve a U. S. business experience, right here in Indianapolis!

The selected intern works in direct support of The International Center's Senior Vice President of Operations & Chief of Staff, and the Office Manager & CRM Administrator. This role is involved in the data systems and programs that manage our company's organizational data. This role uses data to help the organization identify and bridge customer and organizational gaps. This role researches, analyzes, and creates data presentations that tell the story of our business to various constituents.

### Responsibilities:

CRM administration, data quality control, training, Help Desk

- Document best practices for database use
- Develop Administrative and User SOP's
- Create and report Intern Program data analytics
- Manage and analyze donor records, report trends
- Manage organizational projects - this "special needs" role and responsibilities will be further defined as project scopes & timelines arise

### Desired Learning Outcomes:

- Gain CRM management, analytic, research, and organizational experience
- Aid the organization in researching, analyzing, and telling its story
- Ability to acquire enhanced office and organizational skills

### Desired skills and competencies:

- Good for Operations and Non- profit interns
- Research and organizational skills
- Data Visualization
- Information aligned field/major
- This undergraduate internship does not include coding, programming, or engineering

### Recommended majors:

- Data Science
- Computer Information Technology
- Informatics
- Information Technology

For more information about The International Center, its mission, internship program, and Frequently Asked Questions, go to [www.internationalcenter.org](http://www.internationalcenter.org). Intern applications and cover letter may be submitted directly at <https://internationalcenter.org/employment/internship-application> 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!

*The International Center values diversity & inclusion in all endeavors.*