

**Position Title:** Operations Intern

**Position Reports To:** Operations Associate > Director of Operations

**Position Purpose:** The Operations Intern is expected to facilitate the tasks of our member enrollment process, improve technical functionality, monitor user experiences, and identify areas of improvement by integrating streamlined business processes focused on a best in class service experience. In the role of Enrollment Specialist, you are expected to support the success of Pack Health in any and all tasks deemed critical and consistent with expectations set out by leadership and your direct superior. Regularly, and explicitly after 90 days, Pack Health leadership will provide detailed review highlighting strengths and weaknesses. This position is critical for the success of the company's entrepreneurial, patient-focused, high-quality culture.

**Job Responsibilities include, but are not limited to:**

- Enroll new members by monitoring all enrollment platforms
  - Monitor online enrollments
  - Manage inbound and outbound enrollment telephonic calls
  - Perform all necessary actions for other enrollment channels (fax, etc.)
- Ensure operational effectiveness for company success by:
  - Ensuring a high quality patient experience
  - Managing member flow to maximize efficiency (HA, program assignment)
  - Identifying solutions to improve functionality
- Greet guests to Pack Health
- Manage daily mail process
- Manage Kitchen and office supplies ordering process
- Contribute to the development of Pack programs from an enrollment perspective
- Establish an open, trust-based relationship with all staff to reinforce a high-performing culture

**Position Requirements:**

- Working towards a bachelor's degree
- Independent thinker
- Excellent teamwork skills
- Resourceful nature
- Sense of ownership
- Experience with Salesforce and VisualForce preferred
- Excellent English communication skills (speak, read, write)
- Thirst for knowledge
- Confident yet humble demeanor

**Proficiency or Productivity Standards:**

- May need to work weekends, evenings, religious and/ or legal holidays
- May be required to work as necessary during disaster situations
- Must have regular attendance and reporting on time to work is a requirement of position

**Additional info:** This position is part-time and unpaid. This position is a semester long assignment. Longer term opportunities may be granted based on talent and company capacity.

**Benefits:** Flexible schedule, experience Pack Health company culture, fulfill an internship credit/requirement, work independently and be a part of a dedicated team, gain professional contacts, and earn valuable experience.