**Trailhead Institute Nonprofit Governance & Operations– Internship Opportunity**

Trailhead Institute announces an Operations Management Internship Opportunity. This work will support the Administrative Partnership Program (APP). The APP is Trailhead Institute’s fiscal sponsorship program that provides fiscal and operations services to individuals, groups and organizations. The APP team is a cross-functional team that is comprised of finance and operations staff. A core function of this program is customer service. To improve our customer experience, the APP team is undergoing process improvement, and will need to document updated processes through formalized policy and procedure documents.

The intern will report to the APP Director and will work with APP staff. This is a limited-term position that will end with completion of internship hours (or within 6 months).

The Operations Management Internship Opportunity will involve the following:

* Review APP operational process improvement plans
* Develop process flows and procedure documentation for key APP functions
* Train APP staff on updated procedure documentation
* Develop a process for APP staff to use to continually evaluate procedures

**Key words:** project management, operations, process improvement, management, process mapping, consulting, communications, organizational development

Skills and Qualifications

* A high level of self-motivation, self-direction, and intellectual curiosity
* Exceptional communication skills, including the ability to translate complex ideas into clear, easy-to-understand concepts
* Ability to work collaboratively
* Experience with strategic initiatives involving critical thinking preferred
* Experience with process mapping preferred
* Must be enrolled in a degree program and in good academic standing

Scope

This is a temporary unpaid internship with no intention for direct hire upon completion of work.

Perks

* Valuable resume-enhancing experience
* Relationship building with Trailhead Institute leadership
* Experience with an evolving program and dynamic team committed to improving community capacity in fiscal and operational management

About Trailhead

Trailhead Institute is a public health institute whose mission is to advance innovation and collaboration in public and environmental health. With this in mind, this position will work with everyone within the Trailhead Institute team to further the organization’s mission and operate in accordance to our guiding values of teamwork, openness, responsiveness, accountability and leadership.

Please submit cover letter, resume, and references to Kyla Hoskins at [khoskins@trailhead.institute](mailto:khoskins@trailhead.institute).