Job Title: Automation and Workflow (Intern/Unpaid)
Reports To: Executive Director or other key staff

Position Summary
The Automation & Workflow Intern will play a role lead in reviewing, streamlining, and improving our current work processes. This role is ideal for someone curious about operations, process improvement, and digital tools who enjoys solving inefficiencies and building smarter systems. You'll play a key role in helping us work faster, smarter, and with greater impact.

Key Responsibilities and Tasks
- Conduct a comprehensive audit of existing workflows across programs, operations, and administration.
- Identify bottlenecks, redundancies, and areas where automation could save staff time.
- Research and recommend automation tools and integrations, with special focus given to our existing software systems
- Build and test simple automations to improve data tracking, reporting, communication, or file management.
- In collaboration with the project management intern (if applicable), ensure thoughtful collaboration between process improvement and project management.
- Develop clear documentation and provide training to staff on new systems and automations.
- Collaborate with a lean team to ensure improvements align with organizational goals and compliance requirements.

Qualifications
- Currently enrolled in or completed coursework/credits with focuses in process improvement, operations, data systems, nonprofit management, or related field.
- Resourceful, get-it-done attitude; initiative to assist in any area or process; problem solving, seeking answers independently and enthusiastically; flexibility to persist until goals are achieved.
- Strong verbal and written communication skills in a variety of settings (over phone, in person, via email communications), with the ability to practice active listening and ask thoughtful follow-up questions.
- Proven attention to detail with advanced organizational and time management skills.
- Ability to work independently and in collaboration with a small, fast-moving team.

Time Commitment
This internship is designed to be flexible and scalable to align with the student's degree program or academic credit requirements. The optimal range is approximately 8–15 hours per week, totaling 120–225 hours per semester, with final scheduling to be determined in coordination with the student and their academic advisor. NOTE: this optimal range is negotiable based on a student's needs and availability.

Some work should be completed Monday through Friday during general business hours, to ensure access to program staff and timely client communication, but focused project work and buildouts can happen at any time. The position will be **hybrid (open to flexible scheduling)** following initial training, though office space and on-site work hours can be made available if preferred or required.