

Job Description Intern, Summer Internship

Company Overview: ISN (www.isnetworld.com) is a global leader in contractor and supplier management, continuously growing and expanding its reach throughout the United States, Europe, Canada, Australia, the Middle East and other international regions. ISN's online contractor management database, ISNetworld (www.isnetworld.com), is the global resource for connecting corporations with safe, reliable contractors and suppliers from capital-intensive industries. ISN collects health and safety, procurement, insurance, quality and regulatory information from contractors and suppliers. Through ISN's Review and Verification Services (RAVS), subject matter experts review and verify contractors' information, incorporating a level of due diligence to the contractor management process.

Job Title: Intern – Summer Internship

Location: Dallas, Texas

Classification: Temporary Full-Time Non-Exempt

Internship Duration: June 3 – August 9, 2019

Job Summary: The ISN Internship program is an intensive, ten week program that gives university students a unique opportunity to put the skills they have learned in their undergraduate career into practical application in the workforce. A select group of students will be invited to participate and gain experience in two critical aspects of business: Customer Service and Business Development.

Interns will spend the first four weeks in Customer Service participating in our training program. The training program includes classroom and on-the-job training in areas of Soft Skills development, Customer Service Excellence and ISN products and services. During classroom training, interns will participate in group breakout sessions, hands-on activities, and self-paced assignments. The content will be reviewed each week with unique follow up activities and quizzes in preparation for weekly tests to verify competency.

They will then be assigned to one of our Client Development teams, where they will be able to closely observe the prospecting and account management side of ISN both in the office and traveling to a client meeting. Interns will be assigned projects throughout the program, culminating in a research-intensive project.

Professional Opportunities:

- Receive a mentor
- Attend a business trip to observe either a client or contractor customer meeting
- Present over projects to the entire ISN Supervisor Team

1.0 Primary Duties & Responsibilities

Specific duties and responsibilities include:

- Proactively service and support contractor customers by taking incoming calls, chats and emails
 - Conduct phone and web-based training on ISNetworld Platform
 - Assist contractor customers with account understanding and problem resolution
- Assist with client account management functions including:
 - Conducting research for prospective clients
 - Mailing letters to prospective clients
 - Preparing for meetings with clients
 - Following up with newly subscribed contractors
- Research and prepare reports for assigned projects
- Prepare presentations for assigned projects
- Support and participate in the organization's Continual Improvement Program to conform to ISO 9001 requirements by complying with the Quality Policy and procedures and meeting QMS objectives

- All employees have a professional duty to provide any information related to security issues, incidents or situations that present a potential security risk to the ISO Team, ISN Management or their Supervisor
- Other tasks and projects as directed by management team

2.0 Requirements

2.1 Education and Training

- Working towards a Bachelor's degree from an accredited university

2.2 Knowledge and Skills

- Proficient computer skills in programs including, but not limited to, Word, Excel, PowerPoint, Internet and e-mail applications
- Solid verbal and written communication skills
- Attention to detail
- Service Oriented
- Solid analytical and problem solving ability
- Strong organizational skills and ability to multi-task
- Demonstrated personal initiative and ownership of projects/tasks
- Proficient presentation skills

3.0 Physical and Safety Requirements

- Sitting, bending, standing, walking, typing and/or speaking 8 hours per day
- Able to regularly lift and move up to 15 lbs.
- Reasonable accommodations are made to enable individuals with disabilities to perform essential job functions

4.0 Others

- Consistent attendance and punctuality
- Willing to travel for business
- References must be provided upon request