

# Rogue Valley Internship Program

## Summer 2019 Businesses:

Timber Products Company

Plexis Health

Tekmanagement

Crater Lake Electrical

Southern Oregon Humane Society

Croman Corporation

All-Pro Fleet Services

Valley Immediate Care

Linx Technologies

Quantum Innovations

Kelly's Automotive Services

Apland's Auto Body

## Business Job Descriptions:

### 1. Timber Products Company - Internship Training Description/1 Position

The dates for this internship will be decided upon between the student and the business.

The HR administrator administers employee health, welfare and retirement plans company-wide. This position acts as a liaison between employees and insurance providers to resolve benefits-related problems and ensure effective utilization of plans and positive employee relations. This position provides administrative support to the HR function as needed (e.g. correspondence generation, record keeping, file maintenance, HRIS entry). The HR administrator also ensures plans are administered in accordance with federal and state regulations and plan provisions are followed.

This internship (60 Hours) is designed to give the student an exposure to the duties and responsibilities of a Human Resources professional.

### 2. PLEXIS Healthcare Systems, Inc. - Ashland, OR/2 Positions

**Dates: Monday, June 24 - Friday, August 23**

**Hours: Two days/week, 3 hours/day 54 Total Hours**

#### **A. Receptionist/Front Desk**

The front desk receptionist is a very important position. This is the face of the company, the first person to greet customers/clients and visitors. This person must maintain a pleasant disposition, be friendly and helpful, as well as clean in hygiene. This person will interact, not just in person, but over the phone and email as well; therefore, good etiquette with both are

required. This person will occasionally help the executives or managers with various paperwork or spreadsheets, upon request.

This internship (**54 hours**) is designed to give the student an exposure to the duties, communication and responsibilities of any Receptionist/Front Desk Clerk.

Please list 4 tasks or learning experiences your business would be able to provide to students as work experience:

1. Communication Skills
2. Telephone and Email Etiquette
3. Some various computer skills
4. Multi-tasking different duties/projects

### **B. Accounting Clerk or Accountant 1**

**Dates: Monday, June 24 - Friday, August 23**

**Hours: Two days/week, 4 hours/day 72 Total Hours**

Using QuickBooks, Microsoft Office and online regulatory state web sites, the Student Intern will be training to ensure timely processing of vendor bills, expense reports, bank reconciliations, and document management. The Student Intern will be exposed to maintaining accurate vendor records, performing regular accounts payable check runs, and handle a wide variety of situations involving accounts payable, archive document management, and accounting processes.

The Student Intern represents the company through professional verbal and written communications, follows organization and department procedures to complete tasks in a timely manner. This position is responsible for confidential and time sensitive materials.

This internship (**72 hours**) is designed to give the student an exposure to the duties and responsibilities of an Accounting Clerk or Accountant I.

Please list 4 tasks or learning experiences your business would be able to provide to students as work experience:

1. Reconcile bank accounts
2. Document Management
3. Collect, reconcile, allocate, code and post Accounts Payable
4. Multi-tasking different duties/projects

### **3. Linx Technologies - - Merlin, OR/1 Position**

**Dates: Start July and End August      Hours: 40**

The dates for this internship will be decided upon between the student and the business.

At Linx, we value passion, work ethic and intellect foremost and see experience as helpful to the success but can be gained by doing the job and with our support and the right educational foundation.

Description Summary: Support the design, test and production of RF module and antenna products under the direct supervision of engineering team members and management. This internship provides an opportunity to participate with a range of projects involving basic electronics, RF circuit elements, programming and testing.

Duties and Responsibilities: Participates under close supervision with assignments using standard practices, operating procedures and work instructions as well as verbal directions.

Primary duties and responsibilities include the following; other duties may be assigned.

- Modification and execution of test scripts with programming in Python
- Assembly and testing of analog, digital and RF electronic devices
- Troubleshooting of faulty circuits to find root cause of malfunction
- Support engineering tasks for new designs and existing products

### **4. Quantum Innovation - - Central Point, OR/2 Positions**

**The specific dates for this internship will be decided upon between the student and the business. 8 weeks, two days each week, 4 hours each day**

#### **A. Analytics Internship**

**8 weeks, two days each week, 4 hours each day**

The data analytics team at Quantum is a small, but influential group that is responsible for obtaining, organizing, analyzing and reporting on data from a variety of sources. Our work impacts employee satisfaction and happiness, salaries, corporate policies and overall organizational efficiency.

What we offer:

- An understanding of why data is critical to a business
- Exposure to a variety of data sources and techniques for processing that data
- Experience with analytics tools and methods
- Experience with data presentation
- An opportunity to run a data project from start to finish

Expectations

- Successful candidate will possess the following attributes:
- Basic knowledge and proficiency with
  - Microsoft Windows, Excel
  - Any programming language

- Interest in mathematics specifics to analytics
- Ability to convey complex concepts clearly and concisely
  - Written
  - Verbal
- Attention to detail
- Ability to work independently, yet in coordination with a team
- Punctuality

The schedule for this position, while flexible, is critical for our mutual success in the program.

#### Schedule

Exact days will be discussed during the interview and will be negotiated upon acceptance

- Eight weeks
- Two days each week
- Four hours each day
  - First hour will be instructional
  - Second and third hours will be productive
  - Fourth hour will be a mixture of instructional and production

#### **B. Marketing Internship**

**Dates: TBD**

**Hours: 40**

The Customer Ops team at Quantum is energetic, focused, and fun! They are seeking a student who is eager to learn about the various aspects of a successful marketing program. The student must not be afraid to ask questions, must be able to engage in great discussion, and work as a team player.

Specific learning experiences will include:

- Website development and maintenance
- Learning to draft information into rich and meaningful stories/articles
- Be involved in maintaining and contributing to Quantum's social media posts
- Collaborate with the team for innovative ideas for marketing and communications
- Learn the value of social media marketing strategies

### **5. Valley Immediate Care - - Student Internship Program/3 Positions**

#### **A. Medical Assistant - Internship Training Description**

**Hours: 40**

**Start Date: 7/15**

**End Date: 7/26**

Do you want a glimpse into the exciting, challenging world of urgent care medicine? Our Medical Assistants and Urgent Care Technicians (a Medical Assistant on "steroids") are the

primary support for our doctors in the care of our patients. Our Medical Assistants are trained in a wide range of skills such as triaging, measuring vital signs, drawing blood, running lab tests, taking x-rays, applying casts and splints... Moreover, having all these skills makes our medical assistants very versatile. Our staff must be able to adapt to the needs of any patient who comes into the clinic. The patient may have the flu, or they may have broken wrist, or maybe they are bleeding. Our staff needs to be ready and prepared to take care of whatever urgent condition the patient is in.

- Shadow a Medical Assistant in the clinic and experience patient flow and workflow from the MA viewpoint
- Learn how to measure patient vital signs
- Learn about diagnostics including phlebotomy, lab tests, EKGs, X-rays,...
- Learn about treatments including medication administration, injections, casting, splinting, braces, crutches,...

## **B. Medical Office Administration – Internship Training Description**

**Hours: 40**

**Start Date: 6/17**

**End Date: 6/28**

When you go to the doctor's office, you see the receptionist, the MA, maybe a nurse, and the doctor. Are you curious about all the other people and work that goes on behind the scenes to make that visit possible? There are many steps, processes, and people at our administrative offices who support the patient visits in our clinics. Learn about all the work that goes on to support the clinic staff and doctors so they can focus on taking care of patients. See what goes into answering patient calls and texts, scheduling, patient registration, insurance eligibility and verification, medical coding, billing, and payment collections.

- Shadow patient support services (e.g., patient communications, registration and insurance eligibility and verification)
- Shadow medical coding
- Shadow billing, posting, and AR

## **C. Medical Office IT / Social Media – Internship Training Description**

**Hours: 40**

**Start Date: 7/1**

**End Date: 7/12**

Technology is increasingly a central part of a patient's visit to the doctor's office. From electronic medical records, to data security, to telemedicine, technology is changing fast and how doctors care for and interact with patients. Even social media and Google now are a key to a successful physician practice. Learn about the different ways computers and technology impact how clinic staff and doctor's work, improve patient visits, and improve patient education and communication.

- Shadow a "day in the life" of a clinic IT specialist
- Learn about the technology and systems behind patient visits (electronic medical record, digital x-rays / PAC s systems, community health record, ...)
- The importance of data protection in healthcare
  - Online brand and reputation - Google business pages & Facebook
- Social Media marketing strategy

## **6. Crater Lake Electrical Training Center - - 3 Participating Contractors/3 Positions**

**Dates: Start June 17th End date TBD**

**Hours 40**

- Electricians, for the most part, install and service the power, lighting, controls and other electrical equipment in commercial, industrial and residential buildings.
- Specialized installation and service work that electricians perform include:
  - Utility scale solar, geothermal and natural gas electricity generation plants
  - Electrical system work in hospitals
  - Traffic control systems (stop lights, light poles, etc.)
  - Municipal water treatment plant electrical systems
- What an electrician specifically does can vary greatly from day to day and includes:
  - Reading and interpreting blueprints, job specs, installation manuals, etc.
  - Estimating and bidding to procure work
  - Reading and interpreting code requirements from the National Electrical Code, State Electrical Codes and Municipal Electrical Codes
  - Bending, cutting and installing conduit for wires (sometimes this include digging the ditch conduit goes in).
  - Installing wire in conduits, installing cables in walls, ceilings and exposed
  - Installing electrical components like plugs, lights, motors, generators, etc.
  - Installing electrical control devices like switches, circuit breakers, motor controls, etc.
  - Troubleshooting and repairing electrical systems.
  - And much more!
- Internship with our participating contractors will include all these aspects as available.

### **A. Pacific Electrical Contractors - - Medford, OR**

- Shadowing and experiencing many aspects of the electrical contracting world. The intern will experience construction work as allowed within the constraints of state licensing.
- Learning experiences offered through this internship:
  - What it takes to be an electrician
  - Electrical contracting logistics
  - Electrical estimating
  - Project Management

### **B. Welburn Electric - - Phoenix, OR**

- Shadowing and experiencing many aspects of the electrical contracting world. The intern will experience construction work as allowed within the constraints of state licensing.
- Learning experiences offered through this internship:
  - What it takes to be an electrician
  - Electrical contracting logistics

- Electrical estimating
- Project Management

**C. Infinity Electrical Contractors, Inc. - - Central Point, OR**

- Shadowing all aspects of the electrical contracting world
- Learning experiences offered through this internship:
  - What it takes to be an electrician
  - How to deal with logistics
  - Electrical estimating
  - Project Management

**7. Southern Oregon Humane Society (SoHumane) - - Medford, OR/1 position**

The dates for this internship will be decided upon between the student and the business.

**Internship Duration: 40 hours**

Spend 2 weeks with the staff and volunteers at SoHumane learning what it's like to work in an animal shelter. The student will help with cleaning and laundry duties along with interacting with some of our homeless pets. We will have the student spend a day with our adoption supervisor going to media and watching an adoption. One day with our vet care department and also spend time with our maintenance department. Additional opportunities with staff and volunteers as we navigate through our days.

**A Humane Education class is required prior to the start of the internship. Training dates are as follows: May 25<sup>th</sup>, June 29<sup>th</sup> and July 27<sup>th</sup>.**

The date for the internship is open and will be decided by the applicant and SoHumane. Please list 4 tasks or learning experiences your business would be able to provide to students as work experience:

1. Customer service
2. Animal language
3. Proper cleaning
4. Team work

## **8. Tekmanagement - - Medford, OR/2 Positions**

### **A. Marketing: 40 Hours Date to be determined by employer & intern**

Brief description of the internship:

Tekmanagement seeks a dynamic, self-starter to assist marketing and communication efforts. This internship is an excellent opportunity to experience various aspects of marketing while working for a well-known community-based company.

#### **Responsibilities:**

- Update and maintain Tekmanagement's social media presence, including scheduling updates and posts
- Assist in planning, writing and managing monthly eNewsletter
- Draft, distribute and pitch news releases, media alerts and other stories
- Designing flyers, graphics, e-vites and other marketing material for major events hosted by Tekmanagement
- Update the Tekmanagement website when needed
- Collaborating with staff on new ideas, directions, and venues for marketing and communications

### **B. IT Tech Intern: 40 Hours Date to be determined by employer & intern**

Tekmanagement seeks a dynamic, self-starter to assist our IT staff. This internship is an excellent opportunity to experience various aspects of the IT industry while working for a well-known, community-based company.

#### **Responsibilities:**

- Evaluate new technologies and solutions
- Work with teams to troubleshoot, evaluate, and diagnose issues, bugs, and problems
- Work with field teams to deploy and on-boarding new clients
- Setup new computers, servers and networking devices

## **9. Kelly's Automotive Service - - Medford and Grants Pass/4 Positions**

**Dates: 6/17/19 - 6/28/19**

**Hours: 40**

### **A. Automotive Technician, Medford**

Student intern will shadow an automotive technician for 40 hours. Students will learn the following skills:

- How to change oil
- How to conduct a basic automotive inspection
- How to use diagnostic tools
- How to use Charging Starting System tests



### **B. Automotive Technician, Grants Pass**

Student intern will shadow an automotive technician for 40 hours. Students will learn the following skills:

- How to change oil
- How to conduct a basic automotive inspection
- How to use diagnostic tools
- How to use Charging Starting System tests

### **C. Automotive Service Advisor, Medford**

Student intern will shadow an Automotive Service Advisor for 40 hours. Students will learn the following skills:

- How to provide superior customer service with a servants heart
- How to put together an estimate of repairs and maintenance for amazing clients
- Looking up and calling for parts to put together estimates
- Learn from people who care about the people they are working with and for. Truly the best staff to learn how to treat people

### **D. Automotive Service Advisor, Grants Pass**

Student intern will shadow an Automotive Service Advisor for 40 hours. Students will learn the following skills:

- How to provide superior customer service with a servants heart
- How to put together an estimate of repairs and maintenance for amazing clients
- Looking up and calling for parts to put together estimates
- Learn from people who care about the people they are working with and for. Truly the best staff to learn how to treat people

## **10. All-Pro Fleet Services - - White City/1 Position**

**Dates: 6/1/19 - 7/31/19**

**Hours: 40**

The student intern will ride along with a mobile fleet mechanic - - approximately 30 hours. This time will include scheduled preventive maintenance and repairs as well as emergency roadside assists. Interns will learn service writing - - approximately 4 hours. Interns will find parts, look up repairs, and schedule work. Students will learn about outside sales - - approximately 4 hours and discuss how to be a business owner - - approximately 2 hours.

Specific tasks and/or learning experiences will include:

Gas and diesel repair - in shop and mobile

The technology behind vehicle repair

Customer service - 'make them your customers for 30 years not for 30 days'

Manage by statistics - how to be profitable

**11. Croman Corporation - - White City/1 Position**

**Dates: June 2019**

**Hours: 40**

**AIRCRAFT MECHANIC POSITION**

**DESCRIPTION:** Responsible for serving, repairing and overhauling aircraft and aircraft engines to insure airworthiness. Responsible for repairing and overhauling all rotary wing aircraft operated by Croman Corp. Removes, inspects, repairs and re-installs parts as necessary. Is involved in repairing, replacing, and assembling parts such as; fuselage and tail assembly portions, landing gear, control cables, main gear box and rotor head, engine, fuel tanks and oil tanks. Consults manufacturers manuals and maintenance manuals for specifications and to determine feasibility of repair or replacement according to malfunction. Inspects engine components, main gear box components and rotor head components to detect cracks, breaks, and malfunctions. Replaces or repairs worn or damaged components. Re-assembles and re-installs parts on aircraft. Adjusts and repairs electrical wiring in aircraft accessories and instruments. Inspects services and repairs pneumatic and hydraulic systems and performs miscellaneous duties to service and fuel aircraft.

**12. Apland's Auto Body - - Medford and Grants Pass, 2 Positions**

**Dates: June 11 - August 15**

**Hours: 40**

**A. Auto Body Technician - - Medford**

Intern will learn the aspects of the auto body collision repair process.

Office - writing damage appraisals, customer service/communication, insurance billing, parts ordering and receiving, quality control, managing production, managing employees, financials

Body Technician - inspecting vehicle, blueprinting, remove damage parts, inspect new parts, repair dents, access damage to frame and correct using measuring system, computer scan vehicle for possible error codes and correct, reassemble vehicle after vehicle has been painted

Paint Technician - prep vehicle for paint, color match paint, mix paint, spray vehicle

Detail - clean interior and exterior, buff vehicle if needed, inspect repairs, check for dash warnings, insural all blinkers, brakes, blind spot monitoring, and quality of repairs

Specific learning experiences:

1. Prep vehicles for paint, mix paint, prime parts

2. Disassemble vehicles, assemble vehicles, learn from technology
3. Detail vehicle
4. Learn basics of estimating and running an office

### **B. Auto Body Technician - - Grants Pass**

Intern will learn the aspects of the auto body collision repair process.

Office - writing damage appraisals, customer service/communication, insurance billing, parts ordering and receiving, quality control, managing production, managing employees, financials

Body Technician - inspecting vehicle, blueprinting, remove damage parts, inspect new parts, repair dents, access damage to frame and correct using measuring system, computer scan vehicle for possible error codes and correct, reassemble vehicle after vehicle has been painted

Paint Technician - prep vehicle for paint, color match paint, mix paint, spray vehicle  
Detail - clean interior and exterior, buff vehicle if needed, inspect repairs, check for dash warnings, insural all blinkers, brakes, blind spot monitoring, and quality of repairs

Specific learning experiences:

5. Prep vehicles for paint, mix paint, prime parts
6. Disassemble vehicles, assemble vehicles, learn from technology
7. Detail vehicle
8. Learn basics of estimating and running an office

## TimeLine

<b>Monday</b>	<b>March 18th</b>	<b>Internship packets emailed to schools</b>
<b>Friday</b>	<b>April 19th</b>	<b>Collect completed applications from schools</b>
<b>Wednesday</b>	<b>April 24th</b>	<b>Employer Orientation</b>
<b>April 23rd - April 26th</b>		<b>Deliver applications to employers</b>
<b>Friday</b>	<b>May 3rd</b>	<b>Employer reviews complete</b>
<b>May 6th - May 10th</b>		<b>Employer notifications all this week</b>
<b>May 13th - May 17th</b>		<b>Interview Week (completed by employers)</b>
<b>By Friday May 31st</b>		<b>Final student notifications</b> <ul style="list-style-type: none"><li>• <b>Completed by Employer</b></li><li>• <b>Internship schedule set by Employer &amp; Intern (minimum of 40 hrs.)</b></li></ul>