FRANKLIN P. PERDUE
SCHOOL OF
Business

ABLE Internship Program

Common Management major activities:

- Develop an entrepreneurial business mentality.
- Experience how major companies rate and communicate employee performance.
- Witness ethics, compliance and business conduct issues pertaining to our industry.
- Learn time management requirements when working with individual agents or teams.
- Manage a budget along with the firm's director (or designee) and help to move the department to a neutral cost burden within the firm.
- Work in various departments of the organization.
- Gain as much knowledge of the organization in preparation for a managerial role.
- Observe experienced staff in order to learn about the necessary methods and procedures.
- Shadow management team and gain a better understanding of their part in the operation and interact with staff.
- Attend and participate in required meetings.
- Monitor progress with the help of key staff of the organization.
- Work with Management Team on a daily basis helping to improve certain aspects of the business while also creating new ways to improve overall customer satisfaction.
- Interact with clients as well as dealing with and handling concerns and complaints.
- Become familiar with company specific reports.
- Learn to create the employee work schedule.
- Assist in the daily operations of department/center/site.
- Report any service or repairs needed.
- Oversee temporary and part-time employees.
- Obtain hands on experience and knowledge to learn the business by performing duties in most aspects of a branch.
- Become familiar with line and staff functions, operations, management viewpoints and company policies and practices that affect each aspect of the business.
- Devote time with each department in the office; rotate through various functions.
- Opportunities to shadow other department managers and evaluate management styles in a compare and contrast way to support learning.
- Spend time out on the job sites (in the field) with senior leadership learning how to run several different types of jobs.
- Help with AR/AP, Owner Contracts, Vendor Sub Contracts, RFI's, Submittals, Estimating, Take-Offs, Scheduling, Site Meetings, Safety Meetings, 2- and 4-Week Outlooks, etc.
- Participate in budget meetings, analyzing asks and numbers, and sharing feedback.
- Respond to requests for service, troubleshoot problems and help develop solutions.
- Identify and report system issues; monitor and test resolution of those issues.
- Collaborate with the technical support team to escalate complex issues and coordinate resolutions with third-party vendors if necessary.
- Contribute and participate in policy, procedure, and standards development
- Consult with vendors, perform research and evaluate products to assist in the selection and purchase of equipment and installation or upgrade of systems

- Under the guidance of supervisors, take on a leadership role by leading and motivating a team of staff in various departments to ensure smooth daily operations.
- Learn how to respond to emergency maintenance requests and assist in maintaining the organization's readiness for emergencies, such as fire alarms or power outages.
- Learn company specific software and platforms to manage customer requests, inquiries and issues.
- Work with the company's billing system, generate invoices and assist with resolving billing inquiries and discrepancies
- Contribute to the planning and execution of company events and meetings, including planning for meeting rooms, catering, and audiovisual equipment.
- Manage and track inventory for the operation, ensuring that stock levels are maintained, and implement cost-control measures to minimize waste.
- Assist in the training and developing staff, ensuring they are equipped with the necessary skills to excel in their roles.
- Assist the Team Leader and the Shift Leader in the daily tasks such as training, providing work direction and development of subordinates to meet operating, safety, and quality requirements within the department/area
- Assist production staff to ensure product quality and integrity, and ensures all finished product meets or exceeds customer requirements.
- Assist in maintaining an environment that is conducive to retaining associates. Consistently administers company policies and procedures.
- Assume responsibility for supervising a shift, and making decisions related to staff allocation, customer service, and incident resolution.