



## ADMINISTRATIVE SERVICES INTERN (ROTATIONAL)

This role is designed for those individuals who have an interest in becoming a business leader in athletics.

**Desired Knowledge, Skills and Abilities:** Microsoft Suite, basic accounting experience, self-starter, analytical and detail-oriented, communication (written and verbal) skills, organization skills, computer software knowledge and open to new opportunities.

**General position summary:** The Administrative Services intern will assist staff on a rotational basis in the areas of Operations, Business Performance Management, Human Resources, Information Services, Internal Audit and Finance.

### Essential duties in each area:

#### **Business Performance Management**

Business Performance Management rotation encompasses financial planning and analysis, business analytics and continuous improvement.

1. Financial planning and analysis: The intern will review and prepare analysis of financial performance for an assigned unit business office and present that analysis at a quarterly financial review meeting.
2. Business analytics: The intern will attend two IN Zone Huddles, develop the requirements for a financial or operational report, and publish the report in IN Zone.
3. Continuous improvement: The intern will map a rudimentary business process (in Microsoft Visio) by interviewing and consulting with the process owner.

#### **Human Resources**

Postgraduate intern will gain foundational Human Resources experience as part of the rotational assignment. The assignment will be focused on the recruiting/hiring, onboarding, learning and development, and the performance management components of the HR life cycle. Below are the modules for the HR assignment.

1. Recruiting and Hiring — Observe, learn and support the full-cycle recruitment process for at least two nonexempt-level positions. Provide support throughout the sourcing, screening and offer process.
2. Onboarding, Learning and Development
  - a. Assist in planning and implementation of learning events (e.g. new employee orientation, DiSC sessions, Effective Feedback).
  - b. Observe and co-lead at least one learning program (e.g. program goals, outcomes, learning objectives, metrics, design, SuccessFactors, Articulate).
  - c. Assist in mapping current and future learning to Targeted Selection competencies.
  - d. Assist in data gathering and reporting for quarterly learning metrics reports.
  - e. Participate in a train-the-trainer session to build facilitation skills.



3. Performance Management — Develop a working knowledge of the NCAA performance management process; assist HR Team with developing staff communications and capturing PM metrics; co-facilitate at least one PM tool training session for new hires.

### **Operations**

Postgraduate intern will gain experience in both facility management and warehouse operations. Contact with vendors, contractors, maintenance staff, community figures and national office staff will be part of the program.

1. Oversight of facility maintenance.
2. Prioritization of capital projects.
3. Office reconfiguration.
4. Event and retail management.
5. Warehouse receiving, distribution and inventory.

### **Information Technology**

Given the size of the IT Project Portfolio, the intern will assist the Project Management Office on a wide variety of matters that arise. This will give the intern a good view of the interaction between IT and internal business units, while assisting the PMO in overcoming some of the numerous hurdles that are regularly encountered. Much of the work will include the following:

1. Financial budgeting.
2. Requirements gathering.
3. Business analysis.
4. Logistics.
5. Contract review.

### **Internal Audit**

Postgraduate intern will assist the NCAA internal auditor in completing a variety of audit projects.

1. Assist in all phases of internal audit work, including planning, fieldwork, wrap-up and follow-up.
2. Assist in execution of external business relationship audits of various championships.
3. Assist in assessment of internal controls over financial reporting.
4. Contribute to risk assessments.
5. Contribute on special assignments and committee work as assigned to the NCAA internal auditor.
6. Assist in tracking and reporting key performance indicators.
7. Participate in select opportunities for company-wide professional development opportunities (e.g. volunteering at a championship event, committee meetings, etc.).



**Finance**

Postgraduate intern may assist the financial operations department with a variety of tasks like those at an athletics and conference business office.

1. Assist NCAA accounting department with:
  - a. Preparation of 990 and other tax filings as needed.
  - b. Preparation of employee benefit plan financial statements.
  - c. Other projects as assigned.
2. Assist with Championships financial operations and audits.
3. Assist with NCAA annual revenue distribution plan, including audit of grants-in-aid or other assigned audits.
4. Assist travel and insurance department with balancing/reconciliations and/or travel-related analysis.
5. Assist on assigned budget/business performance management projects.
6. Assist purchasing and procurement as assigned.