



Summer 2016 PAID Internship/Part-Time Opportunity

Urban Innovation21 is a public-private partnership that boosts regional economic development through 21st century innovation-driven entrepreneurship. The Pittsburgh Central Keystone Innovation Zone (PCKIZ) is a program of Urban Innovation21. The PCKIZ internship matches undergraduate and graduate students with paid internship opportunities at local start-up companies. PCKIZ internships are open to students from Community College of Allegheny County, Carlow University, Duquesne University, and Point Park University.

Intern Title: Sales and Customer Service

Intern Company: CallerReady

Description: CallerReady is looking for a high-energy, self-motivated and enthusiastic individual to help build CallerReady's business by helping develop product features, working on customer relationships, documenting customer setup and configuration issues, and supporting the sales process. At CallerReady, we are building the greatest performance call marketing platform and offer great exposure for interns to work on real world problems and interact with customers and prospects to help refine our products. CallerReady is a 6-year old software platform as a service startup.

Location: Pittsburgh, PA

Tentative Start Date: May 2017

Internship Description: The Software Sales & Services Intern will work closely with the Product, Client Success and Sales people on a specific project. The actual project will be assigned based on CallerReady's needs at the time the internship begins.

- To help test and implement new features in the platform, including 2-way SMS work leading to scheduling calls through the software
- To work on developing new features by testing features, using features, and documenting specifications
- To Support the sales process by understanding the customer issues and working on process improvements including the customer demo process, follow-up and appointment setting

Qualifications:

- Ability to work in a high energy environment and multi-task
- Must be currently enrolled in a bachelor's or higher degree program at an accredited institution, Junior or later years preferred, taking at least one class in the semester/quarter prior to participation in the internship program and returning to school for at least one semester upon completion of the internship program
- Must have a minimum cumulative 3.0 GPA
- Must have strong oral and written communication skills and be able to confidently interact and present information to senior leaders and executives
- Must work collaboratively with strong interpersonal and relationship building skills
- Must possess unrestricted work authorization

Urban Innovation21
www.urbaninnovation21.org
1435 Bedford Ave Suite 132B
Pittsburgh, PA 15219
Phone: (412) 281.0102 ext. 8214
jhilton@urbaninnovation21.org

Bonus of Urban Innovation21 Internship Program:

- Professional development workshops available
- Gain access to 1 on 1 professional development advisory mentoring service
- Opportunity to attend networking events

Pay: \$10 an hour; 224 hour internship assignment; maximum 28 hours per week

How to Apply: If interested, please email a resume to Joan Hilton, at jhilton@urbaninnovation21.org

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