Summer 2017 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: Business Development/Customer Service Assistant

Internship Company: ProTech

Overview: ProTech Compliance is a developer of revolutionary, customer-driven software solutions that optimize workflow processes in healthcare, financial and academic environments. ProTech Compliance, proudly certified as a Minority-owned Business Enterprise (MBE) by the National Minority Supplier Development Council, Inc., possesses the expertise in technology and business to deliver solutions that speak to the needs of CEOs and CFOs as well as IT staff and end users – resulting in solutions that deliver value for everyone.

Location: 650 Smithfield Street, Centre City Tower, Pittsburgh, PA 15222

Tentative State Date: May 2017

Responsibilities: This internship will have a primary focus on our VendorStat product. VendorStat is ProTech Compliance's flagship application in the vendor compliance market. It is a simple, cost-effective and reliable technology solution for managing vendor-client relationships, including the credentialing and certification process, compliance standards, facility security, scheduling, tracking, and reporting.

- Corporate Office Admin
    - Performs basic clerical tasks
    - Operates basic office equipment
    - Sorts and routes incoming materials
    - Performs administrative and office support activities for multiple supervisors
    - Duties may include fielding telephone calls, receiving and directing visitors, word processing, filing, and faxing
    - Extensive software skills are required, as well as Internet research abilities and strong communication skills

- Customer Service Assistant
    - Duties include receiving and placing telephone calls
    - Maintains solid customer relationships by handling their questions and concerns with speed and professionalism
    - Performs data entry and uses software programs. Also may require research skills to troubleshoot customer problems
    - Excellent communication abilities are essential

Urban Innovation21
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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 & any required documents to Joan Hilton, at jhilton@urbaninnovation21.org.

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