

Philadelphia VIP

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JOB DESCRIPTION – Operations Intern

Philadelphia VIP, the hub of pro bono in Philadelphia, recruits, trains, and supports volunteer attorneys who provide free legal services to low-income clients.

POSITION SUMMARY: Philadelphia VIP seeks a highly motivated, detail-oriented, dependable undergraduate student to serve as an operations intern. The intern will work with the operations team to complete independent projects and to provide support to our staff, volunteers, and clients. The operations intern will gain valuable hands-on experience in:

- Nonprofit operations, including finance, human resources, and office management
- Database management processes and general information technology procedures
- Client relations, event planning, and volunteer services

KEY QUALIFICATIONS:

- Passion for access to justice for underserved communities and commitment to VIP's volunteer-based service model; experience with low-income populations is a plus
- Exceptionally close attention to detail and strong organizational skills
- Interest in database management, data analytics, and information systems
- Strong written and oral communication skills. Spanish-language skills are highly desirable, but not required
- Aptitude and appreciation for technology, including experience with Microsoft Office Suite. Familiarity with coding languages is desirable (but not required), including Java Script, CSS, Python, and HTML

KEY FUNCTIONS:

- Support operations projects and functions, including special events, trainings, clinics, and outreaches
- Professionally and compassionately greet and assist clients, volunteer attorneys, and staff
- Process new cases, client intakes, and volunteer information using Legal Server, our cloud-based case-management system
- Perform regular quality assurance checks on systems to ensure data validity
- Help manage office technology, systems, software, and equipment

HOW TO APPLY: E-mail cover letter and resume to Karna Laubenstein, Operations Manager, at klaubenstein@phillyvip.org. No calls, please. Applications will be reviewed on a rolling basis.

WHAT TO INCLUDE IN YOUR COVER LETTER: All cover letters should include a potential start date and work availability information. Applicants who can commit to a minimum of **20 hours per week** preferred. We invite you to include a statement about how your unique background and/or experiences might contribute to the diversity, cultural vitality, and perspective of VIP's staff team and legal practice.

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STUDENT OPPORTUNITIES AT PHILADELPHIA VIP: FREQUENTLY ASKED QUESTIONS

What sort of training and supervision can I expect?

This position is supervised by the Operations Manager. Most interns go through a two-week orientation process customized to their specific positions.

How many internship spots do you expect to have each summer/semester?

We have internship slots each summer and during the school year, depending on staff needs.

Will Philadelphia VIP help me with obtaining academic credit?

Yes. If your school offers credit for internship experiences, let us know and send us materials. We want to support your professional development however we can.

Are interns paid?

VIP does not have funding for paid internships. We are happy to work with our interns to secure other funding, including fellowships and Work Study.

Is Philadelphia VIP an eligible Work Study employer?

Yes. VIP is a "community service" Work Study site. We are happy to make a Work Study contract with your school, and we require a waiver of the "co-pay" some schools ask employers to contribute. Contact your Financial Aid Office as soon as possible about this.

What is the internship schedule and commitment?

The intern must be available during normal daytime office hours. Summer internships at VIP start in May and run through August. School-year internships ideally start in August or January, and can be flexible with class schedules. We have found a minimum commitment of 12 hours per week in the school year, and 20 in the summer, provides the ideal experience for all.

Can Philadelphia VIP host or "sponsor" me for a summer fellowship?

Yes. We encourage our interns to apply for funding and keep us informed so we can help.

Are there other ways I can work with Philadelphia VIP as a student?

Yes. We host school-year interns each semester for Work Study, or as a committed volunteer. Interpreters and translators are especially helpful in various languages.

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