ABL E Internship Program

Common Management major activities: x Develop an entrepreneurial business mentality. x Experience how major companies rate and communicate employee performance. x Witness ethics, compliance and business conduct issues pertaining to our industry. x Learn time management requirements when working with individual agents or teams. x Manage a budget along with the firm's director (or designee) and help to move the department to a neutral cost
burden within t he firm. x Work in various departments of the organization. x Gain as much knowledge of the organization in preparation for a managerial role. x Observe experienced staff in order to learn about the necessary methods and procedures. x Shadow management team and gain a better understanding of their part in the operation and interact with
staff. x Attend and participate in required meetings. x Monitor progress with the help of key staff of the organization. x Work with Management Team on a daily basis helping to improve certain aspects of the business while also

creating new ways to impro ve o verall customer sat isfaction. x Interact with clients as well as dealing with and handling concerns and complaints. x Become familiar with company specific reports. x Learn to create the employee work schedule. x Assist in the daily operations of department/center/site. x Report any service or repairs needed. x Oversee temporary and part-time employees. x Obtain hands on experience and knowledge to learn the business by performing duties in most aspects of a

branch. x Becom

x 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. x Learn how to respond to emergency maintenance requests and assist in maintaining the organization's

readiness fo r emergencies, such as fire alarms or po wer outages . x Learn company specific software and platforms to manage customer requests, inquiries and issues. x Work with the company's billing system, generate invoices and assist with resolving billing inquiries and
discrepancies x Contribute to the planning and execution of company events and meetings, including planning for meeting
rooms, catering, and audiovisual equipment. x