



Position Title: Seton Healthcare Family/Dell Children's Administrative Intern

Supervisor: Meg Gotcher; Physician Engagement Manager

Objective of Internship: Our administrative intern performs administrative staff work in support of business development. Interns are expected to learn customer service and relationship building skills in addition to an understanding of hospital and physician practice business development. Students should participate in the collection and preparation of information relative to the work of the department, and are expected to assist management in facilitating and executing new programs and special projects.

Job Description and Responsibilities

- Display effective communication and customer service skills by interacting directly with staff, physicians, administration and/or other internal or external constituencies in the planning of programs, events and outreach efforts to support business development and operational effectiveness
- Under supervision, provide entry-level professional services as appropriate to the day-to-day operating objectives of the Seton Healthcare Family. Intern should receive guidance, training and mentoring from management in planning and carrying out activities and assignments related to business development in the hospital
- Execute interviews with physicians and staff to complete documents, needs assessment for programs, issue resolution, conflict management or process improvement research
- Utilize and maintain a CRM (Salesforce) tool to document and track progress
- Undertake and/or participate in projects, programs and outreach designed to develop professional skills and expertise appropriate to the needs of the SHF
- Research and provide profiles on physician practices
- Verify target lists for programs, initiatives and projects
- Provide feedback on or identify marketing and business development opportunities for SHF
- Learn how to analyze and interpret both physician practice and hospital analytics to support decision making for leadership and programs
- Strong prioritization skills in order to meet deadlines
- Performs miscellaneous job-related duties as assigned

Requirements

- Full or part time enrollment in an accredited bachelor degree program
- Ability to work independently and as a team member

- Excellent verbal and written communication skills
- Relevant work or educational experience
- Transportation

Hours: Two days per week; 10-3p or 9-5p (can be flexible) 15-20 hours per week

Dress: Business Casual

For consideration, please email cover page and resume to Christel Johnson at CJohnson2@seton.org