

**JOB TITLE:** Driver Training Operations Intern  
**DEPARTMENT:** Driver Training  
**REPORTS TO:** Manager, Driver Training  
**EXEMPT STATUS:** Non-Exempt  
**REVIEWED DATE:** April 10, 2018  
**GRADE:** 14

**JOB SUMMARY:**

- Develops a thorough and functional knowledge of the Driver Training functions, processes, and operations.
- Examines, identifies, and researches specific processes related to products, road test results, Instructor feedback, and car maintenance.
- Clearly documents research and reporting related to each process.
- Develops a project recommendation presentation or action plan to be delivered to Driver Training management.
- Adheres to policies and procedures as they relate to AAA Driver Training processes.
- Maintains confidentiality of all company, associate, and member information.
- Prioritizes tasks and works in a fast-paced manner.
- Organizes desktop at the end of shift, including ensuring all materials are clearly identified and filed.
- Consistently demonstrates commitment to the AAA Way: Passion & Caring, Expertise, Accountability, Effective Communication, and Operational Excellence.
- Participates in other duties and projects as required.

**SKILLS & REQUIREMENTS:**

- Must be a Say Yes Scholar in good academic standing
- Proficient in MS Office including Microsoft Word, Excel, Outlook and PowerPoint.
- Excellent organization and time management skills.
- Strong oral and written communication skills.
- Ability to multi-task and work at a fast pace under pressure.
- Ability to communicate with all levels of management and employees.
- Occasionally lift and/or move up to 30 pounds.

**DURATION OF EMPLOYMENT:** This internship will consist of 5 weeks beginning in mid-October. The hired intern will spend approximately 2 weeks observing the current processes related to products, road test results, Instructor feedback, and car maintenance and then spend 2-3 weeks developing recommendations. A final presentation will be prepared for management.

**COMPENSATION:** The rate of pay is \$11/hour for approximately 20 hours per week.

**TO APPLY:** Submit resume and cover letter to [@buffalointernships@sayestoeducation.org](mailto:@buffalointernships@sayestoeducation.org) by September 4<sup>th</sup>