



Thursday, November 28, 2024

Internship Job Description for Upward Mobility Scholar Applicants

The Upward Mobility internship program provides meaningful opportunities for students in the field of employee mobility while providing a rich pipeline of diverse talent for industry employers.

Name of Hosting Organization:

Berkshire Hathaway HomeServices Professional Realty

Internship Role Title:

Relocation & Referral Intern

Internship Category

Customer Service

Marketing

Operations

Number of roles available:

1

Available to College Students (2024/25 School Year). Select any that may apply):

Sophomore

Junior

Senior

Work Location (select any that may apply):

Flexible/hybrid- The role can be a combination of virtual and in-person(must be able to come into office location on agreed upon days)

Mission of Program:

The Upward Mobility Program provides meaningful opportunities for students in the field of employee mobility while providing a rich pipeline of diverse talent for industry employers.

Internship Work Address:

875 Yard Street
Columbus, Ohio, 43212

If the applicant doesn't reside in the local area is your company willing to provide relocation assistance?

No relocation support provided

Hourly Wage Rate

\$17.50

Anticipated Start Date:

Tuesday, May 27, 2025

Anticipated End Date:

Friday, August 15, 2025

Total Number of hours per week the intern is expected to work:

20

Workday starts at: (start time or flexible)

Flexible

Workday ends at: (start time or flexible)

Flexible

Hiring Manager's Name/Title:

Michelle Solly, Relocation & Referral Director

Mentor's Email:

msolly@bhhspro.com

Mentor's Name /Title:

Michelle Solly, Relocation & Referral Director

Mentor's Email:

msolly@bhhspro.com

Host Organizations website:

www.bhhspro.com; www.relocatingtoohio.com

Internship Summary:

An internship in the Relocation and Referral Department at BHHS Professional Realty will provide a vast array of experiences, participating in all facets of how the relocation and referral department operates within a brokerage. Experiences include operations and customer service, business development, product development, partner relationships, real estate agent interaction and oversight of real estate transactions referred to our brokerage.

Essential Responsibilities of this role:

Day-to-Day Responsibilities

- Assists the Relocation & Referral Coordinator with placing referrals to one of our certified agents
- Assist Relocation & Referral Coordinator to review agents' work product and complete paperwork requirements for all relocation and/or referral source- transactions
- Ensuring requirements for various referral sources are met relating to agents' direct input into the referral source's system
- Oversee work with vendors to coordinate repair items, in coordination with relocation agents
- Place outgoing referrals for our agents
- Track file requirements and send updates as needed based on referral source requirements
- Assist in preparing relocation reports and ensuring data integrity in our internal relocation system

Possible Projects

- Assist Relocation Director with development and implementation of Destination Services and Affinity product lines. Includes research for resources, sourcing partner connections, development of education for agents, marketing resources, etc. (e.g., liaising with internal teams, reviewing agent performance).
- Relocation Website – review and make recommendations for content on relocation website
- Research past lost real estate referrals and updating system with eventual sales information
- Projects relating to improving use of our existing relocation system.
- Under the guidance of the Relocation Director, work with the Move for Hunger and Home Sweet Home organizations to implement company wide effort for 1) collecting non-perishable food from customers selling their home and coordinating distribution to the local food bank and 2) use of Discard & Donate program with Home Sweet Home to remove unwanted household goods from a home before moving and donating those items back to the community.
- Other projects as necessary

Skill Development Opportunities:

Communication Skills	Problem Solving Skills	
Interpersonal Skills	Teamwork	
Time Management	Creativity	Adaptability
Work Ethic	Leadership Skills	

Knowledge and skills required for this role:

- Detail oriented
- Proficient skills with technology
- Has customer service skills

What does success look like for the intern at the end of the summer?

By the end of the internship, you will feel confident navigating a professional business environment and engaging with a variety of customers involved in the relocation and referral process. You will develop a strong understanding of the relocation industry, the role real estate plays within it, and how brokerages leverage opportunities beyond relocation services. Additionally, you will become familiar with the real estate markets we serve and the agents who represent our brand. You will actively contribute to daily operations while gaining a comprehensive understanding of how a Relocation & Referral Department functions as its own business, including the key elements that drive its success.

Company Specific Training for Intern:

System training including:

- Dotloop for Real Estate Transactions
- Wix for website updates
- eRelocation for managing our inbound and outbound referrals
- KV Core - Customer Relationship Management system
- Partner portals where updates are required
- Overview of department processes
- Relocation process overview with specific detail to the home sale process
- Other TBD

Other information:

We have offices all over the state of Ohio. While the onsite portion of this internship is centrally located in Columbus, the remote portion can be outside of Columbus, as long as the intern is located within one of our other markets within the state of Ohio.

Prepared by: Michelle Solly

Prepared by email: msolly@bhhspro.com

Date: Thursday, November 28, 2024