Operations and Management Internship

RTI International has state-of-the-art survey data collection capabilities providing data collection and data management services for all of RTI's research studies distributed across the country, in all time zones. The Operations and Management Intern will assist with project monitoring to ensure project specifications and reporting requirements are met. In addition, the Intern will be involved with the planning and daily execution of survey projects by providing technical feedback, guidance and recommendations while collaborating on the continual improvement of systems.

As part of the RTI Internship Program, RTI Interns are provided access to a variety of enrichment activities to further enhance the learning experience at RTI. Activities include professional development workshops, seminars with RTI executives, social events to network with fellow RTI Interns, and the opportunity to present their achievements at the Annual RTI Internship Showcase. For more information about RTI Internships, please visit www.rti.org/interns.

About RTI
RTI International is one of the world’s leading research institutes, dedicated to improving the human condition by turning knowledge into practice. Our staff of more than 3,700 provides research and cross-disciplinary technical expertise to governments and businesses in more than 75 countries in the areas of health and pharmaceuticals, education and training, surveys and statistics, advanced technology, international development, economic and social policy, energy and the environment, and laboratory and chemistry services. For more information, please visit our website at www.rti.org.

Responsibilities may include

- Participating in survey research project planning by providing feedback and recommendations on programs, operational strategies, and software.
- Contribute to planning, coordination and implementation of projects and training programs.
- Collaborate with team members to set up and monitor projects to ensure project specifications are met- such as: documentation, troubleshoot, and recommend courses of action for problems.
- Serve as liaison between internal and external clients, including project staff within RTI and RTI off-site offices. Respond to client requests with guidance by management.
- Assist with operations such as: managing project workflow processes, monitoring costs and production reports.

Advanced Responsibilities (if intern has interest in) may include

- Assist with telephone survey research project startup tasks, including but not limited to: Interactive Voice Response scripting (all language needs), voicemail and toll free number set up, network, CISCO, vendor, and control system accounts.
- Assist with testing questionnaire systems to identify problems; recommend changes in questionnaire wording, layout, and sequencing. (telephone survey specific)
- Assist project leaders in the development of data collection protocols and procedures, sample management strategies, queue management, case flow plans and testing and review of questionnaires. (telephone survey specific)

Qualifications
• Undergraduate (rising seniors preferred) majoring in social sciences (e.g., psychology, sociology), business management, or related field.
• Excellent time management, project management, organization, communication and interpersonal skills, team building, and leadership skills.
• Ability to prioritize, ask questions when/as needed, and follow-through on tasks.
• Ability to establish and maintain effective working relationships.
• Ability to complete tasks in a timely manner; adapt to changing workflow with minimal supervision.
• Proficiency with MS Office applications (e.g., Word, Excel) and MS Outlook.

Additional Qualifications (if intern is also interested in the Advanced Responsibilities):
• Working knowledge of and skill in using applicable software including dialer systems, computer-assisted telephone interviewing software, and sample management applications.
• Working knowledge of the principles, processes, and methods of survey research, especially telephone data collection practices, Interactive Voice Response and tracing practices.
• Experience in a data collection-based call center environment is a plus

Additional Information
• Academic major preference
  o Social sciences (e.g., psychology, sociology), business management, or related field
• Classification preference (rising junior/rising senior)
  o Rising senior
• Automobile required
  o No, but is responsible for own transportation. Especially for travel to/from RTI’s Headquarters in Research Triangle Park, NC for RTI Intern events
• Intrastate or interstate travel required
  o No
• Location
  o RTI Research Operations Center, Raleigh, NC
• Interview
  o Finalized candidates will be interviewed by RTI staff