



**2008 -2009 San Francisco  
Intern and Volunteer  
Application Information**





## Greetings from FSD!

Thank you for your interest in interning in FSD's San Francisco office! As you know, FSD is a burgeoning international grassroots development organization that is constantly striving to strengthen its work throughout the developing world. We imagine you are interested in working with us because you want to learn how we do what we do and hopefully be an integral part in helping us to grow. And we need your help! FSD wouldn't be where it is today without the amazing support of interns and volunteers. Before applying, please be sure to read this packet carefully.

The application process is as follows:

1. Read "Frequently Asked Questions" to understand more about the working environment and what we will require of you. If you still want to apply, continue reading...
2. Read the department descriptions to determine if you would like to intern with FSD's **Programs, Communications**, or **Executive Support** department.
3. **To Apply:**
  - a. Send a cover letter and CV as attachments to [info@fsdinternational.org](mailto:info@fsdinternational.org). In the subject of your email, please indicate your **name**, the **specific department** you would like to intern with, and the **time frame** you have available for the internship.  
*Example Subject line: Erin Hersey\_ Communications Department\_ 09/01/08 – 03/01/09*
4. If you receive an offer to intern in the SF office, the Program and Outreach Directors will work with you to outline projects specific to the needs of each department.

**Please note: Applications are accepted on a rolling basis and we contact applicants as needed. Due to the large quantity of resumes that we receive, we will only respond to applicants that FSD *is* considering for an internship.**

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## Frequently Asked Questions

### **What are the benefits to interning in the San Francisco office?**

As a San Francisco intern, you will gain hands-on experience related to international non-profit management. In other words, you will learn, from the head quarter's standpoint, about some of the financial, programmatic, and policy logistics that necessitate the successful running of international programs. Obviously, the longer you stay with us, the more you learn about these things. Most interns work with FSD to explore whether or not they *really* want to pursue a career in the headquarters of an international non-profit. Of course, they also work with us to meet really [good looking, cool people](#).

### **If I am selected, what is required of me to be an intern in the San Francisco office?**

#### ***Time commitment***

SF internships require a 300 hour minimum commitment. You are expected to work between 20-30 hours per week. Some of this time can be spent working from home, depending on your specific responsibilities. However, being in the office is valuable to your understanding of FSD. Interns typically come into the office 2-4 days per week. The more time you spend in the office, the more quickly you will integrate into the work environment, and the more likely you are to be exposed to the various aspects of what we do.

#### ***Proper Expectations***

All internships are unpaid. Occasionally opportunities arise for interns to become field staff, office contractors, or permanent office staff; however, this is the exception rather than the rule. Your motivations for an internship should not be to gain employment with FSD; rather your motivations



should be to strengthen your understanding and experience related to non-profit administration, outreach and international development. To be clear, **this is not a grassroots development internship**; if you are looking for subject-specific (i.e. human rights, microfinance, environment, etc) internship, we recommend that you check out our [international opportunities](#), as it is in the field that you will acquire hands on experience in subject-specific, community-based project work.

### ***Attitude***

To make it in the SF office, interns must remain positive in spite of the chaos. They also must be as willing to provide clerical support as they are eager to implement strategic projects.

### **What is the work environment like?**

The SF headquarters is a remodeled Victorian house on the border of the Mission and Potrero Hill that has been converted into an office. The work environment is professional and friendly. There are six full time staff members, one part time staff member, and usually 1 – 5 interns and/or hourly contractors on any given day. The staff is comprised of a group of highly dedicated individuals who work long hours and try to maximize their efforts by being assiduous, resourceful, and efficient.

Each person (including interns) in the office works at a desk with a computer for the large majority of the day. Each staff member has extremely full work loads so the office can be a bit hectic at times. This requires interns to have strong personal initiative and the ability to independently follow projects through to completion.

### **What do interns do in FSD's San Francisco office?**

Internships with FSD are a mix between **clerical** and **project** work.

#### ***Clerical***

During the first few months working with FSD, interns should expect to spend **50% or more** of their time doing one or more of the following tasks: answering FSD's [info@fsdinternational.org](mailto:info@fsdinternational.org) email account, attending to incoming mail, ordering office supplies, creating better organization systems in the office for various hard materials, coordinating shipments for our international sites, which requires trips to the post office/UPS, coordinating mailings within the U.S. (folding letters, licking envelopes, etc), fielding phone calls, filing, migrating data, going to the supermarket to pick up coffee/milk/toilet paper, completing other administrative and support tasks requested by staff members, and even cleaning. Quite simply, the staff does not have sufficient time to carry out the above mentioned responsibilities, and we therefore rely on willing, enthusiastic, efficient interns to complete these critical tasks.

#### ***Projects***

As an intern, not all your time will be spent on clerical work. After your orientation, you will be assigned at least one project with our Programs or Outreach department. Intern projects typically require independent thinking, creativity, and diligence. Most interns at FSD find that balancing project work with clerical duties demands more of them than they are always capable. This requires interns to stretch their ability to function in a fast-paced, demanding environment, while producing noticeable results. Long term Interns that consistently produce high quality work in this environment are typically phased out of most clerical duties and given more project work.

### **How do I decide if I want to work with the Programs or Outreach Team?**

Read the position descriptions for both Outreach and Programs on the following pages!



## **COMMUNICATIONS DEPARTMENT**

### **Position Description:** *Communications Intern*

#### **Overview:**

The SF Outreach Intern (OI), under the supervision of the Director of Communications and Organizational Development, and in coordination and cooperation with the Outreach Coordinator, assists the Outreach team in raising international awareness and support of FSD's programs. There are several discrete projects to which the OI may be tasked, but the OI will also be expected to provide general inquiry and office operations support. The OI plays a key role in supporting a dynamic international development organization through facilitating marketing, communications, and non-profit organization development. The OI may be required to complete all or any of the following projects:

#### **Major OI Project Areas:**

##### **I. Online Marketing Strategy and Implementation**

- Online Postings
  - Research online postings opportunities and steadily expand FSD's posting database.
  - Research and provide strategic input about where to concentrate FSD's postings.
  - Regularly update information about FSD's programs on posting sites.
- Social Networking
  - Design a strategic system to majorly increase FSD's presence in online social networks, such as Facebook, WiserEarth, Change.org, etc.
- Listservs
  - Write persuasive content about FSD's programs once a week and distribute this content through relevant listservs.

*Skills required: Excellent attention to detail, superior writing and editing skills, basic html knowledge, familiarity with various online social networks, experience with online marketing campaigns and SEO a plus.*

##### **II. University Outreach and Partnership Cultivation**

- Manage and coordinate University Events and Info Sessions
  - Research events on University Campuses; Update University Events Master List with new events.
  - Utilize the Alumni Database to contact past participants; encourage past participants to represent FSD at local events and to conduct FSD info sessions within their community.
  - Register for Events and ship materials to designated FSD representatives.
  - Collect and document information on the success of each event.
  - At a University Event, the FSD representative will collect contact information from interested students and send a list of names/emails/phone numbers back to FSD headquarters. The OI will document these email addresses into the Individuals Master List and then send information on FSD's programs to each contact.
- Partnership Cultivation
  - It is critical to continue growing FSD's presence on university campuses so that we can increase application rates, become more selective in the participants we send to the field, and continue to allocate 100% of donations and grants to the communities we serve. As such, university partnership cultivation involves reaching out to existing university contacts and cultivating new ones. The OI intern will email, phone and send shipments of materials to university contacts with the overreaching goal to form new partnerships.



*Skills required: Excellent understanding of FSD philosophy and programs, exemplary phone skills, attention to detail, ability to lift 20 – 30 pounds (for managing shipments of materials).*

### **III. AlumniConnect Development**

- Work with the Alumni Coordinator to increase alumni involvement and support after returning to the U.S.
  - Coordinate communication with alumni to ensure we have updated contact information on file.
  - Support the launching of FSD's first Alumni Chapters across the U.S.
  - Support the design, management and tracking of alumni outreach and fundraising events.

*Skills required: Excellent understanding of FSD philosophy, strong and dynamic phone presence, attention to detail, experience with fundraiser event planning a plus*

### **IV. Graphic Design**

- Design FSD materials that are in line with FSD's branding strategy. Needed design projects include:
  - A Safety Brochure detailing the experience of FSD in the Kenya crisis
  - A 2007 and 2008 Annual Report
  - A table banner
  - An FSD logo canvas bag
  - Stitch stickers and pens
  - A certificate recognizing completion of training courses for partner organizations
  - PowerPoint presentations
  - Update of existing fliers
  - A display board that is aesthetically pleasing and visually logical to be used at FSD events, taking into consideration changing materials and weather conditions

*Skills required: Strong understanding of FSD branding strategy, detail oriented, excellent editing skills, strong working knowledge of Adobe Photoshop and InDesign, ability to manage design projects through the printing and shipping stages, graphic design experience a must.*

### **V. Web Development**

- Work with the Outreach Team and Executive Director on the development and installation of our new website.

*Skills required: Excellent writing, editing and formatting skills, advanced knowledge of html, java script and drupal, high attention to detail, strong organizational skills.*

### **VI. Other Duties and Activities**

- Perform other related duties as assigned by the Outreach Team
- Provide relevant and creative feedback to the Outreach Team on improving projects and systems.

*Skills required: Adaptability, creativity, and a positive attitude!*

### **Major OI Clerical Responsibilities:**

#### **VII. Program inquiry management**

- Assist FSD staff in fielding email and telephone inquiries from students and professionals interested in participating in international programs.



- Specifically address the questions and concerns of interested individuals, providing detailed and tailored responses.
- Follow up with interested participants.

*Skills required: Excellent written and oral communications skills and solid customer service management.*

### **VIII. Database Management**

- Support input and maintenance of Outreach databases including inquiry management, alumni contacts and activity, events, on and off line marketing sources, amongst others.
- Perform data migration for new information management system (SalesForce).

*Skills required: Strong database experience (preferably in SalesForce or other CSM software), highly proficient in Excel, and excellent attention to detail and data quality.*

### **IX. Office Administration and Operations Support**

- Answer phones (low volume) and sort mail.
- Assist in maintaining office supply inventory.
- Assist in general administrative tasks and office operations as assigned.

*Skills required: Office administration experience; excellent phone skills.*

### **X. Other Duties and Activities**

- Perform other duties as needed.

*Skills required: Adaptability and a positive attitude!*

### **Expected Outcomes:**

- Intern collaborates with the Outreach Team enthusiastically and professionally, requesting guidance as necessary to maintain quality of input and output.
- External inquiries responded to accurately and efficiently, maximizing the number of inquiries that translate to applications.
- Databases are updated and maintained with high level of quality assurance.
- New materials are developed professionally and accurately.
- Intern projects support Outreach goals as demonstrated by established monitoring and evaluations systems.

### **Supervision and Guidance**

*Post-entry Training:* On the job training focused on understanding FSD philosophy and business model. The Outreach Intern functions under the direct supervision of the Director of Communications and Organizational Development, and in coordination and cooperation with the Outreach Coordinator. The Outreach Intern performs many of the designated job functions with general independence. Performance evaluation is based upon successfully meeting the objectives set out in this description.

### **Desired Qualifications**

- *Education:* University-level training in Business, Marketing, Non-Profit Organizational Development, or related field. If the applicant lacks university training, he or she must have demonstrated accomplishments related to these subjects.
- *Prior Experience:* Minimum of one year working in an office environment, preferably with a non-profit.
- *Language Proficiency:* Fluency in English required; knowledge of Spanish preferred.
- *Knowledge:* Good working knowledge of sustainable development and international programs. Strong understanding of business and marketing strategy.
- *Skills and Abilities:* See above; ability to represent FSD effectively with organizational and administrative skills. Motivation and commitment to work effectively as part of an inter-cultural team. Excellent interpersonal skills.



## **INTERNATIONAL PROGRAMS DEPARTMENT**

### **Position Description: International Programs Intern**

#### **Overview:**

The SF International Programs Intern (IPI), under the supervision of the International Programs Director and with input from International Program Team members, provides support in a variety of programs-related projects, including participant support, Site Team operational tools, training and manual development, and programs systems integration. There are several discrete projects to which the IPI may be tasked, but the IPI will also be expected to provide general inquiry and office operations support. The IPI plays a key role in supporting a dynamic international development organization through facilitating communications, program coordination, and non-profit organization development. The IPI may be required to complete all or any of the following projects:

#### **Major IPI Clerical and Project Areas:**

##### **I. Program inquiry management**

- Assist FSD staff in fielding email and telephone inquiries from students and professionals interested in participating in international programs.
- Specifically address the questions and concerns of interested individuals, providing detailed and tailored responses.
- Follow up with interested participants.

*Skills required: Excellent written and oral communications skills and solid customer service management*

##### **II. Participant Support**

- Assist in updating participant materials for accuracy and currency
- Update participant files for use by IPT
- Update country site information and resources for use by IPT

*Skills required: Excellent MS Office skills, experienced with document formatting and some graphic design*

##### **III. Database Management**

- Support input and maintenance of Programs databases including grants management, fundraising contacts, participant management, and others used for Programs Monitoring & Evaluation
- Perform data migration for new customer management system (SalesForce)

*Skills required: Strong database experience (preferably in SalesForce or other CSM software), highly proficient in Excel, and excellent attention to detail and data quality*

##### **IV. Programs Development**

- Update program partner information, including creation of a Programs Project Portfolio with details on NGO partners and sustainable projects.
- Manage new partner inquiries.
- Support Site Team Manual revision project by managing documentation version control, inputting all changes, and formatting new manual



*Skills required: Excellent writing, editing and formatting skills in MS Word; high attention to detail; strong organizational skill*

#### **V. Office Administration and Operations Support**

- Answer phones (low volume) and sort mail
- Assist in maintaining office supply inventory
- Assist in general administrative tasks and office operations as assigned

*Skills required: Office administration experience; excellent phone skills..*

#### **VI. Other Duties and Activities**

- Perform other related duties as assigned by the International Programs Director
- Provide relevant and creative feedback to the IPT on improving projects and systems.

*Skills required: Adaptability and a positive attitude!*

#### **Expected Outcomes:**

- Intern collaborates with IPT enthusiastically and professionally, requesting guidance as necessary to maintain quality of input and output
- External inquiries responded to accurately and efficiently
- Databases are updated and maintained with high level of quality assurance
- New materials are developed professionally and accurately
- Intern projects add value to FSD Programs

#### **Supervision and Guidance**

*Post-entry Training:* On the job training focused on understanding FSD philosophy, sales and pre-departure strategy and procedure. The International Programs Intern functions under the direct supervision of the International Programs Director and in coordination and cooperation with the International Programs Team. The International Programs Intern performs many of the designated job functions with general independence. Performance evaluation is based upon successfully meeting the objectives set out in this description.

#### **Desired Qualifications**

- *Education:* University-level training in International Development, International/Regional Studies, Business or related field.
- *Prior Experience:* Minimum of one year working in an office environment, preferably with a non-profit.
- *Language Proficiency:* Fluency in English required; knowledge of Spanish preferred.
- *Knowledge:* Good working knowledge of sustainable development and international programs.
- *Skills and Abilities:* See above; ability to represent FSD effectively with Organizational and administrative skills. Motivation and commitment to work effectively as part of an inter-cultural team. Excellent interpersonal skills.



## **Executive Support**

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**Position Description:** *Bookkeeping and Data Management Intern,*

**Basic Function of the Position:**

This position provides support to the financial management and fundraising activities of the organization. The work involves ensuring data integrity is maintained and that appropriate information is collected and processed to ensure accountability and effective fundraising activities

- **Bookkeeping**
  - o Maintain records on Quickbooks
  - o Ensure orderly and efficient fiscal record collection and maintenance
  - o Reconcile bank and credit card statements
  - o Provide preliminary management reports and fiscal reporting deliverables
- **Data management**
  - o Collect and enter information about current and potential donors
  - o Enter and manage data related to surveys, studies and other ongoing projects
  - o Provide reports to appropriate sections of the organization

**Supervision and Guidance**

The position functions under the direct supervision of the Executive Director and in coordination and cooperation with the International Programs Team. This position performs many of the designated job functions with general independence and minimal supervision. Performance evaluation is based upon successfully meeting the objectives set out in this Position Description. Evaluation of the position will be provided at a mid-point and final review.

**Desired Qualifications**

- *Education:* Currently enrolled in or completed a university degree in accounting, business, finance or a related degree.
- *Prior Experience:* Work with financial accounting software such as Peachtree, QuickBooks or others.
- *Skills and Abilities:* Applicant must be detail oriented and able to work with minimal supervision.
- *Post-entry Training:* On the job training for QuickBooks and Fundraiser Basic provided.

**Compensation:**

Unpaid internship. May be used towards internship credits at a university. Consideration for paid positions with FSD in San Francisco and abroad.

**Status:**

A minimum of 12 hours per week (16 preferred), on Tuesday and Thursdays, for a minimum of 500 total hours.