



2021 DATABASE-CLEANSING SUMMER INTERNSHIP

The Island Institute, a nonprofit community development organization based in Rockland, Maine, seeks a motivated, self-starting college or master's degree student for a paid summer internship designed to promote hands-on learning in a professional, collegial environment. The intern will receive guidance and support from a staff advisor as well as from a team of talented professionals who are passionate about the Maine coast and its year-round island communities.

Position Summary

The Island Institute's Salesforce team is currently working to identify and correct errors, redundancies, and outdated content on Salesforce, the most widely used customer relationship management (CRM) platform in the world, providing customer relationship management service as well as a complementary suite of enterprise applications focused on customer service, marketing automation, analytics, and application development. For a student interested in database management and integrity, this internship will provide significant opportunities to gain valuable experience and hone career development skills, including the opportunity to take the Salesforce *Trailhead* course. Specific projects will include, but are not limited to:

- Working alongside a development officer and a database administrator to identify errors, duplicates, omissions, and other issues of data incompleteness in the newly developed customer relations management database
- Gathering information from Island Institute staff and community members through emails and phone calls to improve and correct database content

Duration and Schedule

This internship runs from approximately June 7 to August 13, based on the student's availability. The anticipated weekly schedule is approximately 20-30 hours per week for up to 11 weeks. The preference is for the intern to work at the Island Institute's Rockland office, but consideration will be given to remote work.

Desired Qualifications

- Competence in the creation, use, and manipulation of spreadsheets, i.e., the ability to use some of the intermediate and advanced functions of Excel
- Familiarity with Office 365 and Slack
- Interpersonal and communication skills necessary to call and email staff and community members to gather information
- The ability to work independently, manage time well, and to be detail-oriented

Anticipated Learning Outcomes

- Knowledge and skills pertaining to Salesforce to add to the student's résumé and career-development portfolio
- The experience of working in a dynamic, team-oriented nonprofit organization and learning about the importance of data integrity to any business or nonprofit entity
- The opportunity to learn about the Island Institute, its programmatic work, and its local community development efforts in Maine's island and coastal communities

Direction and Support for the Internship

The intern will be supported through weekly check-ins with Meghan Grabill, Senior Community Development Officer – Data Analytics & Translation, through June 30, 2021. Beginning in July, Aimee Wohlforth, Philanthropy Coordinator & Database Administrator, will lead the weekly check-ins. Lynn Lavertu, Development Officer, will provide feedback on the data-cleansing process and respond to questions on a day-to-day basis. Initial trainings will be followed by regularly scheduled check-ins with supervisors and clear content assignments. Orientation will consist of the following:

Orientation

Week 1:

The intern will receive access to the software and Island Institute database systems, as well as introductory training in Salesforce through the *Trailhead* program to gain a basic understanding of the cloud-based platform. The interns will also receive the Institute's organizational materials (website, annual report, Waypoints, etc.) to gain some background on the organization and its work.

Week 2: The intern will begin work on the assigned data-cleansing tasks as well as continued Salesforce training. The second week's check-in with Meghan Grabill will also include goals that the intern wants to achieve by the end of the project and that will be revisited throughout the term of the internship.

How to Apply

The internship placement will remain open until filled, but preference will be given to applications received by Friday, May 7, 2021. We are accepting only online applications.

Please click [here](#) to apply.

If you have questions prior to submitting your online application, you are welcome to reach out to Nancy McLeod Carter at ncarter@islandinstitute.org or 207-594-9209 x133.

For more information about the Island Institute and our work, please visit our website [here](#).