



434 Massachusetts Avenue
Boston, Massachusetts 02118-3510
phone 617. 247. 6100 fax 617. 247. 2620

Are you Entrepreneurial? Ambitious? Goal-Oriented? Energetic?

Join our team and you'll step into an exciting and dynamic business filled with challenges and rewards. We hire talented and motivated people and give them the opportunity to grow through our mutual success.

If you are willing to take the initiative and think "outside the box", if you feel comfortable working in a smaller, continuously changing, entrepreneurial environment, and if you want to get experience across a broad range of business disciplines, send your resume to Kelli Morse at recruiting@helpline-group.com

Organization Name: *the workplace HELPLINE®*
Website: www.wphcoop.com
Location: 434 Massachusetts Avenue, Suite 406
Boston, MA 02118
T-Accessible: Orange Line (Mass Ave) & Green "E" line (Symphony)
Position: Relationship Manager
Fields/Majors: All areas of Business, Communications, Psychology, others welcome
Academic Levels: All—we are looking for motivated, hard-working individuals, regardless of prior experience
Duration: 4 - 6 months
Hours: 20 - 40 hours per week (flexible)
Wage: \$12-14/hour

Company Overview:

the workplace HELPLINE® is an industry-leading Employment Law and Human Resource (HR) information services company. HELPLINE:

- provides legal advice to **over 24,000** small, medium and large size businesses nationwide
- services clients in the Insurance, Financial Services and Payroll sectors including: ACE USA Insurance, Lloyds of London, and Wells Fargo Insurance Services, (the nation's 5th largest insurance brokerage owned by Wells Fargo Bank).
- is a rapidly growing, privately held organization with a focus on high quality service without layers of staff and bureaucracy, creating an efficient, rapidly adapting environment to maintain our competitive advantage
- has a well-balanced culture with a friendly, team-oriented atmosphere mixed with demands and expectations for a high level of performance.

Opportunity Overview:

HELPLINE is looking for students who want to be on the front line working alongside decision makers and performing real work and assuming real responsibilities. We are constantly looking to you for ideas on how to improve our business, and take your input seriously.

HELPLINE is committed to the professional development of each student, and senior management works directly with you to achieve your goals and provide the mentoring necessary to succeed as you start out your career. This co-op/internship opportunity is not for everyone...if you are looking for a big name company with layers of people, it will not be the right fit.

Relationship Management Position Overview:

Relationship Management (RM) is the cornerstone philosophy of our organization. After our 5-day orientation and training process, you will immediately begin directly servicing our clients. You have a unique opportunity to interact with professionals from businesses across the United States from Presidents & CEOs and Human Resource Directors to Office Managers and Administrative Assistants.

This is not a sales position; it is a marketing/communications focused position with the unique opportunity to increase your interpersonal skills while getting exposure across multiple business disciplines (particularly valuable to students who don't know exactly what "they want to do").

Sample responsibilities would include the use of a cutting edge, proprietary Knowledge Management (database) System, communicating with and educating HELPLINE clients via phone and on-line, maintaining the ongoing client relationship, as well as projects that challenge you! Some sample projects conducted by previous students in the past have included:

- Advertising: Design of promotional stickers that are sent to clients
- Communications: Development and refinement of written collaterals to support RM correspondence efforts
- Management: Senior RM positions for front line support to colleagues
- Marketing: Leading utilization campaigns to generate higher participation in the HELPLINE program
- Market Research: Analysis and report of prospective master clients for business development
- MIS: Evaluation of email bounceback challenges and proposed responses; design of database screens to increase the efficiency of the RM process
- Human Resources: Development and refinement of co-op student orientation process and manual

These are only a sample of the many exciting projects that students were able to participate in because of our decentralized environment! Past students that have exceeded expectations, have stayed on part-time, or for additional co-op sessions, and taken business trips to Arizona, California, Florida, Pennsylvania, Maine, Michigan, & more.

Requirements for Success: Must possess the ability to:

- Efficiently adapt in a fast-paced, continuously changing environment
- Identify and solve problems
- Manage multiple projects and customer requirements at the same time
- Strong attention to detail, organization, and communication skills
- High level of comfort and experience with Microsoft applications and online technology