



“The PrivateBank has found great value in the Genesys Works program and appreciates the work our interns have completed. From the very beginning our interns have been eager to contribute to the success of their teams.”

Kenneth R. Shogren

Managing Director,
Office of the President & CEO
The PrivateBank

ABOUT GENESYS WORKS

Genesys Works provides pathways to career success for high school students in underserved communities through skills training, meaningful work experiences, and impactful relationships. Our program consists of 8 weeks of technical and professional skills training, a paid year-long corporate internship, college and career coaching, and alumni support to and through college. Our goal is to move more students out of poverty and into professional careers, creating a more productive and diverse workforce in the process.

Business Technology Internship Program

Business leaders understand the value of combining strong financial performance with doing social good – the “double bottom line” of successful companies. For 15 years, Genesys Works has been partnering with leading corporations to achieve both goals: changing lives of low-income youth while contributing to business success through valuable business services and greater employee engagement.

Your Needs

Among the many challenges facing corporate managers are issues related to employee productivity and engagement. When employees continually feel they’re being asked to do more with less, it can lead to decreased morale and disengagement, resulting in unintended turnover.

- What if you had a low-cost, easy-to-execute program that would not only increase employee engagement and morale, but serve as a direct contributor to productivity?
- What if you could off-load some of the more mundane job tasks from your most skilled people, while giving them the chance to serve as mentors, coaches, and leaders?
- What if your employees had the opportunity to give back to the community, while at work?

With Genesys Works, you can achieve all of this. And more.

Our Solution

Genesys Works rigorously trains high school students from low-income backgrounds in professional and technical skills, then places them in year-long meaningful internships with corporate partners. We function as a talent contractor, with Genesys Works handling student recruitment, screening, training, hiring, wages and taxes, and then invoicing companies for the services provided. We also provide ongoing coaching and support to students and supervisors throughout the internship year.

Benefits to Companies

- Cost-effective, motivated resources adding real value to your teams
- Increased productivity and morale
- Opportunities for mentoring and leadership development
- Builds pipeline of diverse talent to meet your future workforce needs
- Meaningful employee engagement opportunity with lasting impact

Internship Opportunities

Genesys Works students undergo eight weeks of intensive training in the professional and technical skills that allow them to quickly begin adding value to your organization. Students are trained for roles (and careers) in the Information Technology field, but are equipped to support other business operations needs within your organization. What is most important is that students perform meaningful work of real value in a professional work environment.

Examples of potential internship roles are listed on the following page.

CORPORATE PARTNERS

We currently serve the business needs of nearly 200 corporate partners while providing employment and career pathways to youth. Major partners include:



EXAMPLES OF SUCCESSFUL INTERNSHIP ROLES INCLUDE:

INFORMATION TECHNOLOGY

- Computer set-up and deployment
- System refreshes, migrations, imaging
- Help desk support
- Ticket tracking and resolution
- Hardware/software installation
- Quality assurance, testing
- Development support
- Project coordination, operations support
- Inventory control, license tracking
- Web production

BUSINESS OPERATIONS

- Data input, analysis, management
- Contract and regulatory compliance
- File management and archiving
- Vendor management
- Monthly reconciliations
- Accounts payable
- Accounts receivable
- Tracking delinquent accounts
- Expense report management
- General project support

FAQs

Q: When do internships start and end?

A: Students typically begin work in late August/early September and complete their internship the following August.

Q: What is a typical work schedule for an intern?

A: Students generally work Monday through Friday from 1:00 pm to 5:00 pm. Work schedules are adjusted according to company needs and student availability.

Q: How does employment work?

A: Interns are employees of Genesys Works, which is responsible for wages, payroll taxes, insurance, etc. Genesys Works submits invoices to companies for services provided in the same manner as other professional services firms.

Q: What is the fee schedule?

A: Companies are invoiced for the work performed at rates between \$20-\$27 per hour. Students are paid above minimum wage with the balance of the billing rate covering direct expenses (payroll taxes, etc.) as well as program expenses related to intern training, transportation, college prep, counseling, student rewards, etc. Earned income from billings typically covers 75% of our annual programming costs with the balance from donations.

Q: What is the commitment to maintain an internship?

A: While there is an expectation that an internship will run through the school year, if work needs change or interns are not meeting an acceptable level of performance, we will immediately remove students if necessary. We would, however, expect this to only happen after prior communications with Genesys Works staff and attempts to remedy the situation.

Q: What is the typical profile of a Genesys Works intern?

A: Our students are rising high school seniors filled with promise, but lacking the opportunities and support that would enable them to realize their full potential. Nearly all come from economically-challenged backgrounds, with 96% students of color and 82% being first-generation college-goers. Upon completion of the internship, 93% of students enroll in college, an option many had not considered possible prior to Genesys Works.

Q: What support does Genesys Works provide?

A: We provide significant support to students and supervisors throughout the internship. Program Coordinators meet with interns at least twice a month to discuss workplace issues, refine skills, and provide coaching related to college selection, applications and financial aid. Program Coordinators regularly interact with workplace supervisors to ensure corporate needs are being met and students are progressing as young professionals. Formal performance reviews are conducted twice during the year.