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| 1 | Enterprise Project Management Office | Projects & Initiatives Intern | • Assists with management of all aspects of assigned projects throughout the development project lifecycle including project scope, schedule, resources, quality, costs and change.  
• Contributes to the development and maintenance of detailed project plan to include milestones, tasks, and target/actual dates of completion. Validates estimation with team.  
• Revises project plans as appropriate to meet changing needs and requirements as directed.  
• Prepares and submits project status reports to management.  
• Interfaces, when appropriate, with all areas affected by the project to include internal subject matter experts, external corporate departments, and Health Plans, including Vendor Management and Business User Management. | • Intermediate knowledge of Microsoft applications (Word, Excel, Project, PowerPoint, Visio)  
• Well versed in project objectives, issues, status and ability to “represent” PM  
• Ability to define, gather, and communicate the metrics  
• Ability to work independently as well as within a team; self-motivated |
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<td>2</td>
<td>Medicare</td>
<td>Marketing Intern</td>
<td>Assist with Medicare and new Duals line of business marketing materials on a variety of projects that may include proofreading, editing, production and coordination of marketing materials, including direct mail, banners, flyers, etc. Competitive analysis and tracking/processes around materials that support both lines of business.</td>
<td>• Proofreading, writing, editing and creativity skills&lt;br&gt;• Market research and statistical analysis&lt;br&gt;• Microsoft Office&lt;br&gt;• Strong communications skills&lt;br&gt;• Interpersonal skills, working with cross-functional teams and client relations&lt;br&gt;• Bilingual Spanish preferred&lt;br&gt;• Ideally, an intern majoring in Marketing or Communications</td>
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### Molina Healthcare Internship Program:
California State University of Long Beach
Spring 2014

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| 3 | Marketing & Communications    | Digital Content Intern | • Assists with management of social media profiles for Molina Healthcare.  
• Tracks effectiveness of digital campaigns.  
• Pulls analytics for web traffic and social media effectiveness.  
• Writes and posts blog entries.  
• Coordinates with multiple departments including public relations, marketing and IT.  
• Tests website functionality and reviews content for consistency, errors, etc. | • Knowledge of Microsoft applications (Word, Excel, and PowerPoint)  
• Strong writing skills and ability to communicate effectively  
• Strong analytical skills  
• Attention to detail  
• Interest in health care and digital marketing  
• Familiarity with and experience blogging and/or using social networking sites including Facebook, Twitter, LinkedIn, Yelp, etc.  
• Ability to work independently as well as within a team; self-motivated  
• Ideally, an intern majoring in Marketing or Communications |
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| 4 | Marketing & Communications       | Public Relations Intern   | • Write media pitches, talking points, articles, briefing materials, bios, press releases, media advisories, presentations, special projects and draft web content.  
• Assist with event planning and media campaigns.  
• Pitch media on story ideas.  
• Track health care industry trends and competitive press coverage.  
• Research, create and maintain accurate editorial database.  
• Monitor industry news and flag “hot” opportunities to maximize editorial placement. | • Knowledge of Microsoft applications (Word, Excel, and PowerPoint)  
• Strong writing skills (familiar with AP style) and ability to communicate effectively  
• Strong analytical skills  
• Attention to detail  
• Ability to work independently as well as within a team; self-motivated  
• Bilingual in Spanish a plus, but not required  
• Major in Public Relations, Journalism or Communications |
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| 5 | Human Resources: Learning & Talent Development | Talent Development Intern | • Assists with various Talent Management tasks.  
• Revise project plans as appropriate to meet changing needs and requirements as directed.  
• Prepares and submits project status reports to Talent Development team.  
• May include participation in the following projects: Molina’s employee survey, exit interview survey, recognition program communications, competency development, and researching best practices.  
• Contributes to the development and maintenance of detailed project plan(s) to include milestones, tasks, and target/actual dates of completion. Validates estimation with team.  
• Interfaces, when appropriate, with all areas affected by the project to include internal subject matter experts, external corporate departments, Health Plans, and vendors.  
• Other potential responsibilities may include analyzing data and conducting focus groups to determine trends and provide recommendations. | • Enrolled in an undergraduate or graduate degree program with a focus in Human Resources, Psychology, Industrial/Organizational Psychology, Organizational Science, or related program.  
• Ability to manage projects and to develop innovative, creative ideas to address complex HR-related problems, concerns and programs.  
• Interpersonal skills (e.g., influencing skills and listening skills to deal effectively with all levels of employees and management).  
• Analytical ability and problem-solving skills, including ability to analyze concerns/issues, develop logical conclusions and make appropriate recommendations.  
• Experience using surveying software (e.g., SurveyMonkey, Qualtrics, etc.).  
• Experience using statistical analysis software (e.g., SAS, SPSS, etc.).  
• Working knowledge of basic statistics (e.g., means, frequency distribution, sampling, factor analysis, etc.).  
• Good oral and written communication skills, as well as presentation skills, for communicating with varying levels of employees.  
• Ability to work independently as well as within a team; self-motivated. |
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|   | Molina Information Technology – Healthcare Systems and Services | Web Systems Intern | • Implements computer system requirements by defining and analyzing system problems; designing and testing standards and solutions.  
• Defines application problem by conferring with clients; evaluating procedures and processes.  
• Develops solution by preparing and evaluating alternative workflow solutions.  
• Controls solution by establishing specifications; coordinating production with programmers.  
• Validates results by testing programs.  
• Ensures operation by training client personnel; providing support.  
• Provides reference by writing documentation.  
• Identifies and resolves web site issues related to content, layout, branding, usability, accessibility, and compliance guidelines. | • Strong knowledge of the following: Internet/Web technologies; computer skills in Microsoft applications and creative programs i.e. Adobe Creative Suite; coding HTML, DHTML, JavaScript and CSS; SharePoint (MOSS) and Designer; blogs, podcasting and social medias  
• Ability to manage concurrent requests and competing priorities in a fast-paced, deadline-driven environment  
• Ability to analyze and monitor web traffic data using tools such as Web Trends  
• Must be effective in communicating with technical and non-technical team members  
• Learnability – person should have shown ability to quickly grasp and adapt to situation/job function  
• Team work – of course a team player far more desirable within Molina family than an individual high achiever with challenges working in a team environment.  
• Desired majors include: Computer Science, Healthcare Administration, however, open to all majors. |
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| 7 | Molina Information Technology – Healthcare Systems and Services | Web Designer Intern       | • We support the public websites and working closely with marketing on various marketing needs to enhance the customer experience.  
• Develop a social media strategy utilizing SharePoint social collaboration tools using our team as an example.  
• Help other internal teams utilize the tools in their daily work.  
• Create and collaboratively implement departmental social media strategy to increase enterprise awareness of collaboration tools.  
• Develop and create blog content, write posts and identify compelling images/video.  
• Craft copy for multiple social channels and daily content updates.  
• Work closely with internal stakeholders to recommend best social collaboration practices and use of tools.  
• Proactively engage users in online/social environments (blogs, profile pages, articles etc.).  
• Work with Corporate Intranet Collaboration team and other internal departments to develop creative strategies for social media and collaboration.  
• Create and maintain editorial calendars; ensure content is published appropriately and on time.  
• Identify and manage relationships with influencers and ambassadors. | • Understand the use of a variety of social media platforms (Facebook, Twitter, YouTube, Foursquare, Pinterest, blogs, forums, etc.).  
• Detail oriented with excellent written and verbal communication skills.  
• Proficient in Microsoft Office applications (Word, Excel, and PowerPoint).  
• A visual foundation in graphic and web design (web development a plus). Knowledge in the following:  
  − HTML  
  − CSS (a plus)  
  − JavaScript  
  − .Net (a plus)  
  − Video/audio recording/editing (a plus)  
  − Graphic design, web design, content management  
• Learnability – person should have shown ability to quickly grasp and adapt to situation/job function.  
• Team work – of course a team player far more desirable within Molina family than an individual high achiever with challenges working in a team environment.  
• Desired majors include: Computer Science, Healthcare Administration, however, open to all majors. |
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<td>Corporate Systems IT</td>
<td>Corporate Systems Intern</td>
<td>The Corporate Systems team support Human Resources, Marketing, Facilities, Legal, and Compliance departments. Work with Project Managers to: • Manage assigned projects throughout the project life cycle. • Develop and maintain project plans to include milestones, tasks, and target dates. • Prepare and submit project meeting agendas, minutes, and status reports. • Schedule and conduct project meetings. Work with Business/Systems Analysts to: • Act as a liaison with various functional areas in the company to create and determine business rules and process flows. • Develop functional specifications based on business requirements • Design and implement external and internal interfaces between interrelated systems.</td>
<td>• Studies and courses in Business, Project Management, Analysis, Process Improvement. • Good verbal and written communication skills • Ability to assimilate and articulate simple business solutions and project approaches • Strong interpersonal skills • Ability to work independently and within a team • Problem solving ability • Analytical ability • Intermediate knowledge of Microsoft applications (Word, Excel, Project, PowerPoint, and Visio)</td>
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<td>Disability &amp; Senior</td>
<td>Disability &amp; Senior Access</td>
<td>• Attends monthly Disability collaboratives and appropriate meetings in the Inland Empire, San Diego and LA county</td>
<td>• Bi-lingual (Spanish) preferred</td>
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<td>Access Services</td>
<td>Access Outreach Intern</td>
<td>• Identify potential community partnerships and events where Molina needs to attend</td>
<td>• Ability to utilize sound judgment and independent thinking</td>
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<td>• Support Outreach coordinator with event and meeting preparations</td>
<td>• Ability to handle multiple tasks with minimal supervision</td>
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<td>• Participates in outreach events in Inland Empire, San Diego and LA county maintaining professionalism and punctuality in keeping with Molina Standards</td>
<td>• Ability to work effectively with all levels of administrative and professional personnel and to creatively anticipate and solve problems</td>
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<td>• Organizes and maintains storage room of collateral and promotional items; may include tracking &amp; re-ordering items as needed.</td>
<td>• Local travel as required; possibility of overnight stays to maximize travel opportunities</td>
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<td>• Updates Coordinated Care Initiative website; a partnership with Inland Empire Health Plan and Molina.</td>
<td>• Excellent verbal and written communication skills</td>
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<td>• Maintain CBO event log and assist with sponsorship tracking</td>
<td>• Ability to establish and maintain positive and effective work relationships with coworkers, clients, members, providers and customers</td>
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| 10 | Human Resources: Employee Relations | Employee Communications Intern | • Supports companywide employee communication efforts, helping engage employees around the company’s mission, vision, values and business strategy.  
• Writes content for employee publications shared inside the company, including intranet articles, blog posts, e-mail messages, leadership talking points and promotional copy  
• Conducts research, including interviews, and coordinates with marketing, PR, investor relations as well as other teams companywide such as health care quality, human resources and information technology.  
• Contributes to communication planning and strategies – including key messages, media plans and timelines.  
• Helps manage the company’s intranet homepage and the content that appears there, promoting a positive, user-friendly, online experience for employees.  
• Helps measure and monitor the effectiveness of companywide internal communications. | • A bachelor’s or master’s degree candidate, preferably in English, Journalism or Communication.  
• An excellent writer who can balance creativity and practicality to create thoughtful, concise prose.  
• Good at research and gathering information.  
• A proactive, strategic thinker capable of asking pertinent questions and proceeding in an appropriate manner.  
• Customer focused and detail oriented, in keeping with Molina Healthcare’s focus on quality.  
• Knowledgeable about print, video, electronic/online and other forms of media.  
• Comfortable and effective interacting with at employees at all levels and capable of maintaining positive work relationships.  
• Interested in learning more about basic change-management principles and communication’s important role in managing change.  
• Knowledgeable about the effective use of social media platforms (Facebook, Twitter, YouTube, etc.)  
• Proficient in Microsoft Office applications (Word, Excel, and PowerPoint). |