**Job Description**

**Position Title:** Market Operations Intern **Date:** May 2018

**Department:** Market Operations Center **Status:** Internship

**Position Summary:**

The Market Operations Intern is responsible for providing front line customer support including testing, connectivity, system functionality, trading and listing database configurations, and trade support. This is a 6-8 month internship, depending on availability, full-time during the summer months and part-time throughout the fall semester.

**Position Duties:**

* Perform routine and non-routine tasks in support of the BOX market in accordance with the MOC policies and procedures
* Provide timely resolution of trading, technical and user specific issues
* Provide trading application certification, testing, and connectivity support
* Provide daily monitoring of trading activity, ad hoc analytical trade and order flow research and other reports
* Communicate potential technology, business issues and unusual market activity to department manager
* Continuous process evaluation and improvement
* Maintain knowledge of industry trends and determine impact on trade support and BOX market model
* Manages the listing database of equity option products according to the expiration cycles and listing programs and procedures
* Manage and process corporate actions for all listed option products
* Various other duties as assigned by the Manager of the MOC

**Job Knowledge and Skills:**

* Motivated individual with ability to work independently and inter-dependently, as a team member and across departments
* Possess a high level of accuracy and attention to detail and can handle multiple projects in a timely manner
* Proficient computer skills with MS Office software; Microsoft Excel, Word and Outlook. Advanced Excel and Access skills highly desired. Visio and PowerPoint a plus
* Demonstrate strong customer service, organizational, written and oral communication skills

**Education:**

Pursuing a bachelor’s degree in business, mathematics, financial service or equivalent.

**Experience:**

No trading experience is required. Student must be results-driven, have strong communication skills, learn quickly and demonstrate the ability to work in a fast-paced environment.