



## Business Operations Intern

Freddie Mac is a stockholder-owned corporation chartered by Congress in 1970 to keep money flowing to mortgage lenders in support of homeownership and rental housing. Freddie Mac purchases single-family and multifamily residential mortgages and mortgage-related securities, which it finances primarily by issuing mortgage pass through securities and debt instruments in the capital markets. By doing so, we ultimately help homeowners and renters get lower housing costs and better access to home financing.

The Operations & Technology Division provides the underpinning of Freddie Mac, touching every customer transaction and providing the tools and technology for our staff and customers to perform their jobs effectively. The purpose of Freddie Mac's Operations department is to provide loan sourcing and servicing transaction processing capabilities, ensuring a sound operational infrastructure and delivering a positive customer experience.

**Business Operations Intern** positions will focus on one of the following functions:

### **Operations**

- Support operational activities
- Assist in managing foreclosure timelines and generate reports
- Record transactions to databases
- Perform basic financial analysis
- Assist in coordinating audit reviews as requested
- Research issues, interface with and communicate to other departments
- Support monitoring commercial bank activity, maintaining bank balances and targets, and fund accounts for disbursements

### **Business Analysis**

- Support cash flow analysis process
- Assist in identifying and resolving problems and data discrepancies
- Research issues, interface with and communicate to other departments
- Assist in monitoring client performance and compliance with terms of business
- Assist in monitoring client reporting and error resolution

### **Process**

- Process execution: on-boarding, extension and updates, off-boarding, validation of purchase orders, data entry, monitoring process for issues and completion, and filing
- Assist with reviewing and updating process flows
- Support data management activities, ensure all data is accurate in current spreadsheet(s) or database(s)
- Assist with relationship management with Vendor representatives
- Support communications between Vendor rep and Division Supervisors regarding deadlines and statuses

### **Risk Management**

- Support Risk Management activities across the division
- Assisting in creating Business Continuity Plans (BCP) for division
- Create process flows, requirements, charters and presentations in Excel, Access, Visio and PowerPoint

### **Financial Management**

- Process payables – verifying contract terms, supporting documentation
- Maintain spreadsheets with details of payables processed/outstanding
- Assist in monthly G&A close process
- Provide customer service support to both internal and external customers
- Research outstanding issues with regards to invoices, vendors, payments or contract terms

### **Required experience and skills:**

- Pursuing a Bachelor's degree in Business Administration, Operations Management, or related field
- Previous internship/work experience
- Leadership experience
- Strong analytical, organizational and customer service skills
- Effective communications skills, both written and verbal
- Must be rising senior
- 3.0 GPA is preferred
- Must be able to begin employment on May 27, 2008, and work through August 8, 2008 (11 week program)

The hired candidate must be legally authorized to work in the United States without an employer-sponsored petition for a visa, such as an H-1B visa. Freddie Mac does not intend to file any visa applications in connection with this opening.