

## VOLUNTEER DESCRIPTION

Last Revised: 08/01/2022

**TITLE:** e-Commerce Intern (Service-Learning Partnerships)

**SUPERVISED BY:** e-Commerce Team Lead

**DEPARTMENT:** e-Commerce

**LOCATION:** Kingsport, Tennessee

**This is a volunteer position. Competencies and duties are representative of a general level of skill and complexity. A background check and submission of a photo ID are required. One internship is available per academic semester.**

**Service-Learning Outcome:** The intern will demonstrate competencies related to e-Commerce systems that support a social enterprise-to-consumer digital sales platform.

### Areas of Concentration:

- Content Marketing
- Data Analysis and Analytics
- Inventory Control
- Resale Value Assessment
- Shipping and Logistics
- Special Projects

### Measurable Performance Outcomes:

- Articulate the role of e-Commerce in a social enterprise
- Describe e-Commerce systems and perform related essential functions
- Relate Goodwill's mission and its vision of the transformative power of work through service

### Qualifications:

- Current enrollment in a related college-level major or service-learning program at an accredited two- or four-year institution
- Completion of *Goodwill 101* during the internship period
- Provide a minimum 20 hours of service during the internship period

### Entry-Level Competencies:

- Ability to communicate effectively through written and verbal skills
- Ability to use Internet subject directories and search engines
- Ability to use digital, iPhone, and/or Android cameras
- Ability to use and/or learn photo editing software

- Ability to work as a member of a team and to work independently/remotely

**Physical Work Environment and Essential Functions:**

- Secure e-Commerce office within Goodwill's donation processing center
- Lifting and carrying up to 40 pounds
- Developed fine motor control (grasp, handle, manipulate objects with fingers)
- Sitting or standing for long periods of time depending on the task performed
- Extensive amounts of time looking at computer and/or cell phone screens

**Duties and Expectations:**

Please note this description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the individual selected for this internship. Duties, responsibilities, and activities may change at any time with or without notice.

Interns must adhere to all policies and procedures of Goodwill Industries of Tennessee Area, Inc. This includes Goodwill's [Code of Ethics and Accountability](#).

Interns must abide by Goodwill Industries of Tennessee Area, Inc. compliance policies. The purpose of Goodwill's corporate compliance program is to prevent and detect any criminal, fraudulent, unethical, or improper conduct and take appropriate corrective action.

**VOLUNTEER ACKNOWLEDGMENT:**

I understand that no monetary or equity compensation for this volunteer service will be provided by Goodwill Industries of Tennessee Area, Inc., and that I agree to abide by all policies and procedures of my educational institution for participation in Goodwill's internship program.

I understand this volunteer opportunity and its requirements, and that I am expected to complete all internship duties designed in order to reach the desired service-learning outcome. I understand essential functions may be changed from time to time to facilitate e-Commerce goals. I will be able to perform the essential functions of this internship with or without accommodation. I understand that if I need accommodations for this internship, I will inform the e-Commerce Team Lead of my accommodation needs.

I understand that during the volunteer position's term of service and thereafter, I will take no action that is intended, or could reasonably be expected, to harm Goodwill Industries of Tennessee Area, Inc. or its reputation or that could reasonably be expected to lead to unwanted or unfavorable publicity to the company, its employees and stakeholders, or its service-learning partners.

I understand that Goodwill Industries of Tennessee Area, Inc. or a third-party, consumer reporting agency acting on its behalf will conduct an investigation to obtain information about my background relevant to this volunteer opportunity and its requirements. This statement

certifies that I release Goodwill and anyone providing such background information from any and all liability and damages whatsoever in connection with collecting, furnishing, obtaining, or using such information.

This statement certifies that I release Goodwill Industries of Tennesse Area, Inc. from any liability due to personal injury, illness, or damage to any personal property while completing requirements of this internship at any location to which I am assigned.

\_\_\_\_\_  
Printed Intern Name

\_\_\_\_\_  
Intern Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
e-Commerce Team Lead Signature

\_\_\_\_\_  
Date