

VOLUNTEER DESCRIPTION

Last Revised: July 2023

TITLE: Customer Service Intern
SUPERVISED BY: Project Support Specialist
DEPARTMENT: Human Capital
LOCATION: Variable

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 the identification and satisfaction of client needs while exceeding client expectations of the organizational experience.

Areas of Concentration:

- Attitude in the Workplace
- Client Motives and Needs
- Data Collection and Analysis
- Interpersonal Communication
- Onboarding
- Targeted Presentations

Measurable Performance Outcomes:

- Articulate the role of exceptional customer service in a non-profit organization
- Interact comfortably while transferring knowledge to diverse populations
- 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 demonstrate a patient, people-first attitude
- Ability to listen with empathy
- Ability to communicate effectively using positive language, both written and verbal
- Ability to multi-task and to retain/convey information

- Ability to use Internet subject directories and search engines
- Ability to collect and interpret data
- Ability to work as a member of a team and to work independently/remotely

Physical Work Environment and Essential Functions:

- Secure location within Goodwill's service area
- Travel to Goodwill locations and to offsite meetings and events
- Lifting and carrying up to 25 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 performing 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 Human Capital 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 Project Support Specialist 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 Tennesse 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

Project Support Specialist Signature

Date

Vice President of People Operations Signature

Date