



Position Title: Administrative Assistant/Customer Service Intern

Reports to: Executive Director

Ideal Major: Business, Administration (anyone is welcome to apply)

Position Summary: In accordance with the standards of the House of Mercy and in union with the Magisterium of the Catholic Church practices and policies, the internship program plays an important role at the House of Mercy. The internships offered are opportunities for the intern to learn about the operations of a business and nonprofit as well as opportunities to offer skills and expertise that House of Mercy can utilize to further the mission.

Compensation: The internships are unpaid but can be taken for credit according to the agreement between House of Mercy and the University or College that the intern is currently enrolled. A small stipend may be rewarded at the completion of the internship to help offset travel expenses throughout the semester.

Work Hours: 10 hours/week (at least) is preferred but is negotiable based on the need of credits and school schedule

Responsibilities:

- Answer Phones
- Database Entry
- Customer service as needed
- Assist with food pantry, thrift store and donation center as needed
- Coordinate with partner agencies for food pickups, client referrals and potential partnerships
- Create new forms and graphics as needed
- File and organize information as needed
- Develop a customer service plan including guidelines for all areas of House of Mercy (Food Pantry, Donation Center, Thrift Store)

Job Requirements:

- Work independently and with a team
- Self-starter with a good work ethic
- Open to growth and instruction
- Good communication skills
- Well organized
- Good customer service
- Competency in Microsoft Word, Excel and email

We value a high degree of integrity, professionalism, flexibility and fun!

Please send resume and application to Jessica Root, Executive Director at jroot@houseofmercyva.org