Intern Job Description: Program Service Intern

Big Brothers Big Sisters (BBBS) of the Illinois Capital Region is an affiliate of Big Brothers Big Sisters of America and works to help children develop supportive relationships with positive role models; we make a direct and lasting impact on the youth in our community.

**Position:** Program Service Intern

**Description:** The candidate will be responsible for managing high-level customer service throughout the effective implementation of the volunteer and child enrollment and matching process in all site-based programs.

**Responsibilities:**

- Interviewing and assessing the children as they come into the program.
- Interviewing and assessing the high school volunteers as they come into the program.
- Data entry of all new participants into our tracking database.
- Reference calls for all volunteers.
- Special projects as they arise, such as helping with the volunteer recruitment spreadsheet.
- Assistance with program-related mailings as they arise.
- Assisting with parent/child interviews and home visits as they arise.
- Assisting the site supervisors with after-school programs.
- Helping to make copies of forms and putting together match folders.
- Helping work at the recruitment booths as they arise.

**Qualifications:**

- Ability to work sensitively with diverse populations
- Working toward a college degree, preferably in a related field (e.g., Education, Human Services, Social Work, Public Administration)
- Strong communication skills both verbal and written
- Must be computer literate (working knowledge of word processing, PowerPoint, Excel)
- Ability to ensure the confidentiality of volunteers and clients.
- Self-motivated, good organizational and interpersonal skills, detail-orientated, ability to multitask and prioritize.

**Start Date:** Position open until filled, requires 3-6 month commitment.

**Hours:** 15-20 hours/week, preferably three times a week in the office. May require travel to meet clients.

**Compensation:** This is an unpaid internship

**To Apply:** Please send a cover letter and resume to ysigrist@bbbsicr.org.

*Big Brothers Big Sisters of the Illinois Capital Region is an Equal Opportunity Employer and does not discriminate on the basis of sex, race, age, national origin, ethnic background, disability or any other characteristic protected by law.*