



## **Jewell McFarland-Lewis Women's Resource Center Fresh Start Women's Foundation Internship Description**

**Title:** Client Relation Intern  
**Reports to:** Client Relation Supervisor  
**Schedule:** Flexible  
**Duration:** One Semester  
**Salary:** Unpaid

### **Organization and Mission:**

Fresh Start is a unique organization, offering a holistic approach to providing resources that can nurture any woman's personal and professional development at any stage of her life. The mission of Fresh Start Women's Foundation is to empower women to transform their lives through education and engagement.

### **Description:**

Client Relations Interns are the first point of contact for welcoming all clients, guests, and volunteers to the center. Client Relations is focused on providing a high level of customer service with empathy and understanding of the situations which bring clients into the center. You will interact with clients and refer women to the most appropriate Fresh Start staff member or department, based on their needs.

### **Position Duties:**

- Warmly welcome all who enter Fresh Start.
- Answer phones, and direct calls.
- Answer questions regarding Fresh Start services.
- Check-in clients for services.
- Schedule appointments and register clients for workshops and programs.
- Make appointment reminder calls.
- Assist with room set-up.
- Administrative activities such as data entry, filing, spreadsheet management.
- Other duties as needed.

### **Qualifications:**

- Student pursuing a degree in Nonprofit, Administration, Social Services, Psychology, Communication, or related field.
- Excellent customer service skills, positive attitude, and friendly demeanor.
- Well-developed communication and time management skills.
- Experience working with Microsoft Office, Excel, PowerPoint and the Internet.
- Ability to work with a diverse population.
- Ability to work independently and learn quickly.
- Bilingual preferred.
- Hours are flexible and average 15 hours per week.

**Interested persons should email resume and letter of interest to Marcella Columbus at [mcolumbus@fswf.org](mailto:mcolumbus@fswf.org).**