2020-2021 Fortune Society Volunteer/Internship Program

Our Mission: The Fortune Society’s mission is to support successful reentry from incarceration and promote alternatives to incarceration, thus strengthening the fabric of our communities.

Opportunity Title: Customer Relations Intern
Type: Intern, un-paid
Department/Reports To: Eboni Burrowes, Director of Career Advisement
Location: Remote / In-Person (LIC Office or Harlem) / Hybrid
Tentative Schedule: Flexible based on availability, must commit 20 hours a week
Duration: Ongoing
Application Deadline: Open until filled

Position Summary: The goal of the Customer Relations Intern is to support the Employment Services department by recruiting for workshops, act as a services coach to encourage retention outcomes, and reporting any issues and concerns to proper staff when necessary.

Tasks:
▪ Cold calling participants for follow-ups
▪ Input information collected during calls into a database
▪ Offer insights that the Retention Specialist can use to increase client retention
▪ Maintain highest confidentiality
▪ Pay attention to detail and accuracy
▪ Other duties as assigned

Preferred Qualifications:
▪ Comfortable with talking about sensitive topics with our community members
▪ Must have a bachelor’s degree
▪ Sensitivity toward the population served by The Fortune Society and the ability to assist them without bias is necessary.
▪ Must be 18+ of age

Additional Requirements
▪ Must have personal laptop/computer with reliable internet connection
▪ All volunteers/interns must first submit an application online at https://fortunesociety.org/volunteer-or-intern-with-us/
▪ Applications selected for a phone/zoom interview will be contacted via email to schedule. If selected to interview, candidates will need to submit their most recent resume and a cover letter.