

**POSITION TITLE:** Hub for Social Innovation Intern  
**FLSA STATUS:** Part Time/Non-Exempt  
**DEPARTMENT:** Community Investments  
**REPORTS TO:** Venture Forward Coordinator

### Summary/Objective

The Guest Services intern will serve as a guide to all guests who visit the Hub for Social Innovation and United Way's offices. The intern will ensure a smooth and welcoming experience for guests and guide them to meaningful engagement opportunities throughout their visit by greeting and assisting visitors, routing incoming telephone calls and deliveries and handling items for pickup.

Required Time Commitment: 15 to 20 hours a week

### Essential Functions

1. Serve as a concierge and provide a welcoming experience to all Hub guests and UWGC callers.
2. Assist in the preparation of the Hub space for workshops, trainings, special events, and other activities as needed.
3. Receives the public and answers questions, in person and by telephone; responds to inquiries from employees, citizens and others and refers, when necessary, to the appropriate person, official or department.
4. Develop and deliver content for United Way Hub for Social Innovation communication efforts.
5. Provides general support to Venture Forward staff.
6. Work in Microsoft Office Suite to facilitate completion of duties.
7. Other duties as assigned.

### Competencies

1. Interpersonal and communication skills
2. Ethical Conduct
3. Flexibility
4. Dependable
5. Time Management

### Supervisory Responsibility

This position has no supervisory responsibilities.

### Position Type/Expected Hours of Work

This is a part-time position. Days and hours of work will be arranged to fit the needs of UWGC and intern's schedule.

## **Required Education and Experience**

High school diploma or GED

## **Additional Eligibility Qualifications**

- Current university or college undergraduate or graduate-level student.
  - Recommended areas of study include nonprofit management, public administration, hospitality, marketing and communications, social innovation, community development, entrepreneurship, and other related fields.

## **Other Duties**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**If you are interested in applying for this position, please forward your cover letter and resume to [tammymccallie@uwchatt.org](mailto:tammymccallie@uwchatt.org), by Friday, September 10, 2021.**

*United Way of Greater Chattanooga is committed to equal opportunity employment by affirming the value of diversity and by promoting an environment free from discrimination. UWGC encourages people of diverse backgrounds and experiences to apply for this position.*