



5012 53rd ST S, Suite C
Fargo, ND 58104
701-212-1921
www.HEROFargo.org

Position: Operations Intern

Reports to: Executive Director

Employment Status: Internship

Compensation: N/A

Hours: 120 - 320

Contact: maren@herofargo.org

POSITION OBJECTIVES AND PURPOSE

The Operations Intern will serve in a multitude of settings within HERO. Looking for an individual who will carry out HERO's mission, "To collect and redistribute donated healthcare materials to benefit those in need,". Individuals must possess the ability to operate independently, have great customer service skills, and experience in a retail setting (or ability to be trained). Position will allow for a variety of work experiences depending on the interest of the Intern. Work hours will be traditional 9AM to 5PM.

ESSENTIAL FUNCTIONS

- Live HERO's core values of respect, teamwork, integrity, and relationships.
- Provide outstanding customer service.
- Learn and operate the POS retail software system.
- Effectively uses computer and phone system in the development and management of HERO daily activities.
- Maintain information files and process paperwork as needed.
- Interacts with phone and on-site client in a helpful and professional manner.
- Handle transactions and funds in a responsible and timely manner.
- Able to help the organization at large within various departments.
- Be of assistance to the Executive Director, Operations Director, Communications Coordinator, and Development Coordinators.

The preceding statements are intended to describe the general nature and level of work being performed.

MINIMUM QUALIFICATIONS

One to two years of professional experience with customer or volunteer service experience preferred. Four year college degree seeking preferred. Equivalent professional and education combination can be utilized as well.

EXPERIENCE AND SKILLS REQUIRED

Related business experience which includes the following skills and abilities:

- Working knowledge of nonprofit organizations, office practices and procedures.
- Ability to work independently, while exercising discretion and good judgment.
- Ability to establish and maintain effective working relationships with others.
- Proficient in Microsoft Office with the ability to learn additional software program.
- Self-motivated, problem solver, energetic, flexible, collaborative, charismatic and proactive

WORKING CONDITIONS AND ENVIRONMENT

The position has good working conditions in an office and retail store environment.

The individual may encounter moderate emotional strain or tension. There is sustained exposure to public contact and sitting. There may also be sustained to moderate exposure to Video Data Terminals (VDT's) and exposure to lifting up to 40 pounds.

TO APPLY

Please send resume, cover letter, and three references to Maren Gemar, Executive Director at maren@herofargo.org.