



**Intern Position:** Customer Service Intern  
**Location:** Central Pennsylvania Food Bank - Harrisburg, PA  
**Reporting Relationship:** Inventory Control Manager  
**FLSA Status:** Non-paid Internship  
**Prepared By:** Christina Shaw  
**Approved By:** Lisa Kreider  
**Approved Date:** January 2020

**Position Summary:** The Customer Service Intern will work under the guidance and direction of the Customer Service team to become familiar with the operations of the Central Pennsylvania Food Bank (CPF) and to assist in maintaining a consistent, customer friendly, responsive process for agency partners.

**Learning Objectives and Goals:**

- Establish a common process for entering, processing, and the completion of orders at both Harrisburg and Williamsport locations.
- Responsibility for entering food orders for agencies and producing pick lists for the order-pullers in the warehouse.

**Functions and Responsibilities:**

- Assist with taking food orders by phone and entering orders into Primarius software.
- Provide customer assistance to agency representatives.
- Assist with scheduling agency pickups and shopping appointments.
- Assist with pick lists in a timely manner to ensure sufficient time for warehouse staff to pull orders prior to agency pick-up/delivery.

**Other Duties:**

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

**Education:**

Internship is open to current freshmen through seniors working toward a Bachelor's degree in business administration with a minimum overall GPA of 3.0.

**Knowledge, Skills and Abilities:**

- Strong organizational and communication skills with keen attention to detail.
- Ability to relate well with others with a caring and supportive personality.
- Knowledge of MS Office applications, especially Word.
- Must have reliable transportation.