



Operations intern

Referral assistant, Delivery assistant, Pick up assistant, Drop off assistant

Internship description:

Houses into Homes is 501c3 nonprofit organization that provides gently-used beds, furniture, and household items for families and individuals in Johnson County who are exiting homelessness, domestic violence, and other crisis situations. Our mission is to help people feel the comfort of home and to do so in a way that honors their experience and engages them with unconditional positive regard.

We are looking for an operations intern to join the Houses into Homes team for the summer of 2024! This internship is not paid but we are happy to work with you to offer class credit for university requirements. The ideal candidate is self-motivated, organized, and ready to take initiative. Candidates should be enrolled in an undergraduate program in management, social justice, sociology, or a related field. This internship provides the opportunity to do work that makes a difference in the lives of hundreds of people every year in the Iowa City area and to develop management, customer communication, and project management skills. The intern will work with a collaborative team of 8 employees and numerous dedicated volunteers. The internship is 6-15 hours per week.

Responsibilities may include:

- Assists with preparation for delivery days by ensuring the correct designated furniture pieces are packed correctly and delivered according to schedule
- Assist with management of the recipient waitlist, including scheduling home visits and returning calls to recipients
- Assist with effective tracking and processing of incoming financial and item donations
- Helps to instruct and direct volunteers in the warehouse during drop off hours
- Works with the Operations Manager to provide oversight of referral-to-delivery process

Qualifications:

- Enrolled in an undergraduate program in management, social justice, sociology, or a related field.
- Ability to learn to use various warehouse and donation managements softwares
- A desire to learn and take initiative with problem solving.
- Ready for an active, on-your-feet, hands-on experience.
- Thoughtful and friendly with volunteers, donors, and recipients

Benefits of this internship:

- You will contribute meaningfully to the well-being of your community and have a unique opportunity to meet and impact those with whom you share your community.
- Develop management, customer communication, and project management skills.
- Receive frequent feedback from a mentor with 17 years of project management and volunteer coordination experience.
- You will have the opportunity to provide feedback on the systems and processes of Houses into Homes and propose improvements.