



Title: **Guest Services & Operations Intern**
Reports To: Administrative Assistant, Planning & Administration
Type: Internship
Duration: Ongoing (min. 3 months preferred)

Position Summary:

The Guest Services & Operations Intern will serve as the first point of contact for clients and visitors in the Community Action Resource Building by greeting visitors to the building, giving accurate directions and general information about the building and its services. Seated in the copyroom area, this internship also offers the opportunity to learn office operations, including mail receipt and distribution, administrative support, and customer service.

Your Impact:

Your support will help create a positive, organized experience for every guest and client who walks through our doors. By supporting key administrative functions, you directly expand our ability to serve more people with dignity and efficiency.

Essential Functions:

Duties & Responsibilities:

- Greet guests, volunteers, and partners as they arrive and assist with directions
- Answer basic questions about the building layout and programs
- Learn and follow protocols for mail handling, delivery logs, and departmental routing
- Assist with preparing outgoing mail and labeling interoffice envelopes
- Observe and report building or visitor-related issues to the appropriate staff
- Assist with directional signage
- Work on projects during downtime, including:
 - Creation of a Resource Directory for frequently asked questions
 - Suggest processes to streamline tasks and enhance efficiencies
 - Organize the copy room and supplies
 - Documenting processes to help build an Intern Training Manual for this position
- Other duties as assigned

Safety: Responsible for conducting all duties in a safe manner.

Qualifications:

Education & Experience:

- Must be at least 18 years of age
- High school diploma/GED required

Abilities & Skills: In order to be successful in this position, the volunteer will at minimum need to possess the following abilities and skills:

- Ability to prioritize and manage multiple tasks
- Must be able to function independently with minimal supervision, accept support as needed, and be an effective team member
- Must be self-motivated, dependable, and demonstrate both leadership skills and mature judgment abilities
- Ability to adapt to new processes, tools and environments
- Ability to pull a problem apart and figure out how to fix it
- Must be comfortable interacting with people of diverse backgrounds, education, economic status, and culture

- Demonstrated ability to handle confidential information in a professional and discreet manner
- Fluency in English language (written and spoken). Bilingual in Hmong, Karen, Nepali, Somali, Spanish or another language desired
- Must successfully pass a criminal background check

Physical Requirements:

Normal office exertion required. Ability to lift 20 lbs (desired).

Mental Requirements:

This position requires the ability to prioritize and manage multiple tasks under sometimes stressful conditions. Must be able to function independently with minimal supervision, accept support as needed, and be an effective team member. Must be self-motivated, dependable, and demonstrate both leadership skills and mature judgment abilities.

Environmental Requirements:

This is a busy community center environment with multitasking.

Time Commitment:

Minimum of 4 hours per week for summer-term/semester or 3+ months. Must be available during office hours Monday - Friday from 8am-4:30pm.

Location:

450 Syndicate St North, St Paul, MN 55104 (Office is located on the Green Line train route.)

REGISTRATION INFORMATION:

Complete a Volunteer Application at <https://caprw.org/take-action/volunteer.html>

Questions? Email volunteers@caprw.org.

The mission of **Community Action** is to invest in people experiencing poverty to build generational prosperity. Community Action Partnership of Ramsey & Washington Counties provides a variety of programs including Energy Assistance, Energy Conservation, Head Start, Early Head Start, and Financial Opportunity Programs. Visit www.caprw.org to learn more.

Note: The above statements are intended to describe the nature and level of efforts being performed by persons assigned to this volunteer position. They are not intended to be an exhaustive listing of all responsibilities, duties, and skills required, and management reserves the right to make modifications at their discretion.

2025