



Member and Customer Service Internship

Description

The Barbershop Harmony Society is seeking a qualified intern to join our Member and Customer Services team. Our team works to provide the best support possible to our members, associates, and nonmember customers, assisting with needs and questions related to all areas of the business. This includes but is not limited to: membership, marketplace (e-commerce), events (conventions and educational), outreach, accounts receivable, correspondence, filing, telephones, and various duties as assigned. We believe the perfect fit for this position would be self-motivated and have interest in learning about customer service, nonprofit organizations, business management, and/or acapella singing. Come be a part of the team at the Barbershop Harmony Society who was recognized by the *Nashville Business Journal* as one of their best places to work in 2016 AND 2017!

Responsibilities

- Facilitate membership fulfillment needs for new and renewing members
- Process new member applications via check batches
- Process renewal payments via check batches
- Lead chapter file preservation project with help from CS team
- Assist marketplace in preparing for convention if needed
- Team member on the communication of membership related services to chapters project
- Assist members of the customer service team with special projects
- Assist Director of Membership with special projects
- Team member on team projects to maximize efficiency of human and material resources
- Occasional Front Desk Receptionist relief

Requirements

The undergraduate student chosen for this position should have excellent communication skills and basic computer knowledge. He or she should also be comfortable working in a fast-paced office setting and should strive for achievement in projects completed on their own and with the team, all while contributing to the fun of the work environment.



Internship Outcomes

- Understand how member/customer satisfaction helps drive the business
- Have the ability to see how teams are interconnected within a business
- Experience in project development and management from start to finish
- Working with and understanding nonprofit structure and goals
- Have been a part of a company voted "Best places to work" for two consecutive years

HOW TO APPLY

The Barbershop Harmony Society is pleased to offer a variety of internships to those wishing to experience the inside world of a not-for-profit business. Interested candidates are invited to submit a letter of interest and résumé. You must apply online to be considered. Résumés sent by email or mail are not considered applications.

Apply online:

<https://barbershopharmonysociety.submittable.com/submit/112185/2018-barbershop-harmony-society-internship>

Barbershop Harmony Society
Megan Tankersley, Internship Manager
110 7th Avenue N.
Nashville, TN 37203

Because this is an internship, you may discontinue the internship at any time for any reason, and the Barbershop Harmony Society may discontinue the internship for any reason not prohibited by law. There is no guarantee of continuous employment because of your volunteer work with us. As an intern, you will not be a company employee. Therefore, you will not receive a salary, wages, or other compensation. In addition, you will not be eligible for any of the employee benefits that company employees are entitled to, including, but not limited to, health insurance, vacation or sick leave, paid holidays, or participation in the BHS retirement plan. During your internship you may come across confidential business information. By accepting this internship offer, you acknowledge that you must adhere to our confidentiality policy. In addition, upon conclusion of your internship, you must return all company-owned property, equipment, and documents, including electronic mail or other information.