



Position: Service Insights Intern

Status: Part-Time, Stipend (Open for discussion, flexible on number of hours)

Reports to: Service Insights Manager

Department: Partner Capacity

Date January 2023

Qualifications:

The ideal Service Insights Intern for the Northeast Iowa Food Bank understands and is passionate about the organization's mission to provide nutritious food and grocery product to those in need in our 16-county service area. This individual will be a vital component of the Food Bank staff in providing food to our partner agencies in the fight against hunger. This team member must demonstrate they are organized, detail-oriented and willing to be flexible in order to gain powerful experiences during this internship. The ability to work in a fast-paced and progressive environment will be a key to success in this role.

This individual will utilize clear communication and have teamwork characteristics, which will be critical for the development of strong relationships between coworkers and the community. Cultural competency is of utmost importance, as the Service Insights Intern will work with diverse populations on a regular basis. The Service Insights Intern must possess a strong sense of initiative to continually improve their skills during their time at the Food Bank.

A passion for social justice and compassion for others are keys to being a staff member at the Northeast Iowa Food Bank. The Northeast Iowa Food Bank strives to work as a unified team to close the Meal Gap in northeast Iowa; to this end, the Service Insights Intern will need to be capable of working as a team as well as being a self-starter. In addition, maintaining a positive outlook will play a large role in being a motivator and encourager for the community, clients, and staff members alike.

About the Job:

The responsibilities of the Service Insights Intern include, but are not limited to, the following:

- Support an onboarding & training program to promote the use of Service Insights programs by both agency and program partners, as well as a system to document and track training progress.
- Conduct visits with agency and program partners to observe and troubleshoot implementation and progress with the program.
- Work with internal departments to identify key data elements for collection and evaluation.
- Participate in the process of tabulating and maintaining program statistics, including data entry with an emphasis in accuracy.
- Support Partner Capacity staff by assisting in data entry or collecting partner agency documents.
- Own a Service Insights project – Assist Service Insights Manager with evaluating the Service Insights Planning Phase based on guidance and suggestions from the Feeding America network of food banks to identify potential areas of improvement and providing three areas of improvement to the Food Bank.
- Perform other duties as assigned to meet food bank needs.

Ticket/Specifications:

Required:

- High School Diploma
- Currently attending secondary education where an internship is required
- Exceptional oral, written, and interpersonal communication skills
- Proficiency in Microsoft Office software including but not limited to Outlook, Word, Excel, PowerPoint. Along with other office productivity tools, with aptitude to learn new software and systems
- Culturally competent; have an ability to work with diverse groups and individuals
- Ability to work nights and weekends as needed
- Must pass a criminal background check
- Valid drivers license, safe driving record, current vehicle insurance and ability to use personal vehicle for OFB business
- Ability to perform physical labor as necessary (stand/walk/move for long periods of time, lift up to 50 pounds, work with warehouse equipment)
- Ability to work both as a team player and independently, checking in as appropriate

Desired

- Community involvement and knowledge of those communities in our 16-county service area

Why work for the Northeast Iowa Food Bank?

- The NEIFB culture is mission driven, fun, and collaborative.
- The NEIFB is progressive and innovative in the non-profit field.
- The NEIFB provides opportunity for training and growth across many levels.
- The NEIFB is highly respected and supported by the community.
- The NEIFB displays strong leadership with short, mid, and long-term goals.
- Management values the ideas and opinions of all team members.
- “An engaging and diverse mix of experiences, ages, and talents within the employee base.” – NEIFB employee
- “A very friendly work atmosphere.” – NEIFB employee

Northeast Iowa Food Bank hereby affirms it is an equal opportunity employer, offering employment without regard to race, color, religion, sex, sexual orientation, national origin, gender expression or identity, pregnancy, leave status, genetic information or age and provides Equal Employment Opportunity to handicapped individuals, disabled veterans and veterans of the Vietnam era. Further, the Northeast Iowa Food Bank is an equal opportunity provider.