



Internship Role Description for Upward Mobility Scholar Applicants

Hosting Organization:	MSS, Inc.		
Role Title:	Internships in Operations, Quality Assurance, Client Relations, and more!	Number of roles available:	1
Available to (select any that may apply):	College students (2022/23 school year): Freshman <input checked="" type="checkbox"/> Sophomore <input checked="" type="checkbox"/> Junior <input checked="" type="checkbox"/> Senior <input checked="" type="checkbox"/>		
Internship Work Address:	<p>211 Commerce Drive, Montgomeryville, PA 18936</p> <p>We are physically located in Montgomeryville, PA and would welcome someone locally who could be in our headquarters in person... HOWEVER, are open to having the person be remote as well.</p> <p>The states we listed are the ones we are currently registered in and can hire employees to work. Students must have a residential address in one of the states listed. If a student goes to school in a state not listed, but their family lives (so their perm residential address) in a state that we have listed... like CA, FL, TX, PA, MI... that is acceptable.</p>		
Work location & office COVID protocols	<p>All in person <input checked="" type="checkbox"/> All virtual <input checked="" type="checkbox"/> Flexible/hybrid <input checked="" type="checkbox"/></p> <p>If not virtual, COVID vaccines required? <input type="checkbox"/> Masks required in the office? <input type="checkbox"/></p> <p>Prefer to have internships in-house, but if only available virtual the states we hire in are:</p> <ul style="list-style-type: none"> ● Pennsylvania ● New Jersey ● New Hampshire ● Michigan ● Florida ● Texas ● Colorado ● California 		
If COVID distance restrictions persist, will internship proceed this summer?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Mission of Program:	MSS Internship Program provides meaningful opportunities for students in the field of employee mobility while providing a rich pipeline of diverse talent for industry employers.		
Anticipated Start Date:	Date: June 13, 2022	Anticipated End:	Date: August 19, 2022
Number of weeks:	10	Hours per day:	8
Workday starts at:	8:00am or 8:30am	Workday ends at:	5:00pm or 5:30pm
Hiring Manager's Name/Title:	Jackie Reinhart		
Hiring Manager's Email:	Jackier@mss1.com		
Host Org's website:	https://mss1.com/		

Internship Summary:

Selected as a Top Workplace in Philadelphia for 13 consecutive years and headquartered in Montgomeryville, Pennsylvania, Movers Specialty Service (MSS) is currently recruiting students who seek full-time seasonal employment/an internship during their upcoming summer break. Each year we hire full-time seasonal employees to assist with our high-volume summer months. We have multiple internship opportunities in Nationwide Operations, Quality Assurance, and Client Relations.

Additionally, you may be required to participate in group project activities with other interns during work hours.

Essential Responsibilities of the Role:

List the duties and responsibilities

- Client Relations
 - Accept inbound calls from transferees, answering questions and taking appropriate action
 - Manage transferee call team order updates & relay information accurately
 - Accept/handle Live Support chats
 - Prioritize customer information
 - Input and correct order information
 - Support Customer Service Teams with various clerical duties
- Operations
 - Provide courteous and prompt customer and subcontractor contact
 - Confirm service appointments and moving arrangements for our Nationwide Operations Department
 - Diligently maintain pertinent information after every point of contact by entering notes into our proprietary customer management system
 - Responsible for providing updates to our vast network of vendors on relevant changes to their service orders

Knowledge and skills required:

- Flexible and able to handle multiple tasks simultaneously while producing high quality, high-quantity work.
- Excellent interpersonal and communication skills, strong attention to detail, the ability to learn quickly and a willingness to take initiative.
- Professional telephone and email etiquette in all client and work interactions.
- Organized, detail-oriented and possess rapid response follow-up and problem solving skills.
- Strong PC skills and proficiency with Word, Excel, Teams, and Outlook

What does success look like for the intern at the end of the summer:

- Learn and develop the skills listed under “Essential Responsibilities” and gain an understanding of how the Mobility Industry operates.

Training Program

Computer based and one-on-one training will occur. We offer a thriving and vibrant work environment along with a great opportunity to gain “real life” work experience. Our interns will work side-by-side with current MSS staff to successfully assist us through our peak busy season.

All Upward Mobility Interns will participate in group training for knowledge development in the Global Mobility industry. Training to occur over a series of virtual training sessions across intern program participants.

Prepared By:	Name	Date:	Date
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