

**Transaction Specialist Intern**

Department:	Operations
Supervisor:	Dave Webster
Start Date:	June 4, 2018 (flexible)
Duration:	6 - 12 weeks
Commitment:	Minimum 10 hours per week <b>This is an unpaid internship</b>
Summary:	My Neighborhood Mobile Grocery (MNMG) is a nutrition-focused pop-up grocery for people who have limited access to affordable, healthy foods. For more information, go to <a href="http://www.gcfb.org/mnmg">www.gcfb.org/mnmg</a> . Transaction Specialists work directly with customers to enter orders into computers, accept payment, manage incentive tracking and more.
Responsibilities:	<p>Fulfill role of Transaction Specialist at a minimum of five My Neighborhood Mobile Grocery sites each week. Each site operates for approximately two hours each week. Sites are located in Madison Heights, Center Line, Southfield, Detroit and Highland Park.</p> <p>At each site, set-up and teardown the equipment used for transactions including point-of-service (POS) laptops, electronic benefits transfer (EBT) processing equipment, printers and more.</p> <p>Test and troubleshoot equipment (with support).</p> <p>Enter customer orders, confirm totals, accept payment.</p> <p>Answer questions about My Mobile Money and Double Up Food Bucks incentive programs.</p> <p>Provide quality customer service by demonstrating superior product knowledge and acting in a friendly and patient manner.</p> <p>Monitor inventory.</p> <p>Track trends and requests at different sites in order to give feedback to leadership regarding which items are most and least requested in different communities.</p>
Benefits:	<p>Interns will gain experience in:</p> <ul style="list-style-type: none"> <li>Financial Transactions</li> <li>Handling Daily Accounts and Monitoring Inventory</li> <li>Implementing Customer Service Strategies</li> <li>Operation of POS (Point-of-Service) System</li> <li>Supplemental Nutrition Assistance Program - SNAP (formerly known as Food Stamps)</li> <li>Interacting with individuals from diverse backgrounds with diverse cultural, linguistic, and dietary needs</li> <li>Opportunity to learn from and engage with food bank leadership</li> <li>Opportunity to expand network and contacts</li> <li>Intern may opt to develop and complete an approved project based on area of study and professional interest</li> </ul>
Qualifications	<p>Must be at least 18 years old</p> <p>Must have reliable transportation</p> <p>Students pursuing degrees in non-profit management, public health, business, social and behavioral sciences, communications, nutrition and other disciplines may find internship valuable.</p> <p>Background check will be performed</p>
To Apply:	To be considered, please send resume to Denise Leduc at <a href="mailto:dleduc@gcfb.org">dleduc@gcfb.org</a> and include desired start date and desired length of internship