Job Title: Clarifi Coach Intern or Work Study

Hours required: 10-15 hours per week (may require evenings and weekends)

Location: Center City Philadelphia

Reports To: Program Manager, Program Development

Position Summary: The Clarifi Coach Intern is responsible for administrative tasks related to helping clients complete our 6 month Clarifi Coach program. In addition, the Intern will assist with other assigned tasks to implement current and future Program Development initiatives. By helping clients achieve their financial goals within the Clarifi Coach program, this Intern fulfills our mission of creating hope by helping people identify and secure the most important assets in their lives.

Qualifications:

- Detail-focused and strong commitment to client services and consumer protection
- Focused on customer service with an ability to make each client feel valued and supported
- Exceptional written and verbal communication skills
- Enthusiasm for mission and interested in working in a fast-paced and collegial environment
- Excellent computer literacy, including web based applications and proficiency with Microsoft Office Suite
- Strong organizational and time management to handle multiple tasks and projects simultaneously

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions:

Clarifi Coach

- Assist with monthly phone calls to clients and coaches
- Attend Clarifi Coach events to assist with client registration and execution of boot camp workshops and launches
- Provide assistance with Volunteer Financial Coach recruitment and management with tasks such as training sessions, brown bag conference calls and focus groups
- Use provided processes and software to conduct and track efforts such as client outcomes and success stories
- Compile reports and provide on a weekly, monthly and quarterly basis to manager
- Identify and implement process changes to streamline data management efforts
Other

- Maintain regular and predictable attendance
- Perform special projects and/or assignments as directed by management
- Provide insight and feedback, create processes, contribute to trainings and otherwise support the agency in expanding our ability to provide high quality services to clients

Physical Demands:

There are no special physical demands required by this position. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:

The environment for this position is a standard office environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Travel:

Position is based in the Philadelphia, Center City office. There may be limited local travel requested.

Additional Information:

This position is unpaid. Work Study-eligible students are encouraged to apply.

To Apply:

Email cover letter and resume to Antoinette Minor at aminor@clarifi.org.

Clarifi is an equal opportunity employer committed to creating and maintaining a diverse workforce.