



Job Description – Inquiry & Communication Intern (Temporary Position)

Position requires the successful completion of an extensive criminal background check.

SUMMARY

The Inquiry & Communication Intern is responsible to engage & educate prospective adoptive families on AGCI adoption programs. The Inquiry & Communication Intern will also assist adoption team members with adoption paperwork processing and administrative support. The Inquiry & Communication Intern will work under the management supervision of the Vice President of Marketing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Engages prospective adoptive families and sponsorship donors through various modes of communication, including phone, video calls, and text.
- Assists with inquiry document processing.
- Assists with administrative support of the Marketing and Adoption Teams.
- Assists in data collection & analysis regarding prospective adoptive & inquiry families.
- Assists in organizing and streamlining various internal and external agency communications such as info box distribution, inquiry distribution, social media, webpage etc.
- Reviews and prepares inquiry and program materials for prospective adoptive families.
- Assists with preparing and maintaining Adoption marketing materials in various forms and media.
- Serves as an inter department liaison for Marketing and Adoption Teams.
- Assists with collecting and/or processing Adoption paperwork at all phases of adoption.

- Prepares profiles of waiting children and assists with all phases of advocacy for waiting children.
- Manages data entry and tracking of all prospective/pre-eligible & waiting children
- Collects relevant documents from AGCI adoptive families.
- Provides assistance and completes special projects from various departments as requested.
- Opportunity to participate in international short-term mission trip.

- Participates in the Vision & Call internship program's overview process including observation, training, individual reading and research, special projects, written reports, and direct work experience. The six-stage overview process will include contact time with senior staff and projects associated with each stage:
 - 1) Initial Inquiry;
 - 2) Pre-Adoptive Study and Parent Education;
 - 3) International and Domestic Adoption Process;
 - 4) Post-Adoption Reporting and Support;
 - 5) International Adoption Law and Finance;
 - 6) Orphan Care, Missions and Resource Development.
- Participates in individual and group mentoring and training including regular management and clinical support meetings, vocational conversations, internship trainings, and transition interviews.
- Displays excellent time management and organizational skills to prioritize workload.
- Displays excellent communication skills including in-person customer service, documentation, detail-orientation, and sensitivity with confidential documents and information; displays exceptional ability to communicate effectively and remain calm and courteous under pressure.
- Ensures an exceptional experience through unwaveringly high levels of customer service with both internal and external audiences by being honest, warm, responsive, and thorough at all times.
- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation and remains open to all levels of work and support for the organization.

- Successfully completes fifteen (15) continuing education hours each year as required by Hague (or more as required by employee's professional license).
- Maintains punctual, regular and predictable attendance.
- Works across all departments with a spirit of cooperation to collaborate on marketing and communications projects; manages requests, changes and approvals on all projects.
- Other duties, as assigned.

SUPERVISORY RESPONSIBILITIES

The position does not have any supervisory responsibilities.

QUALIFICATIONS

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.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) from four-year college or university. Degree in social work, communications or related field preferred.

Preferred direct connection to adoption (adopted person, immediate family member adopted, and other adoption-related experience).

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs

COMPUTER SKILLS

Has advanced basic computer job skills including logging on to systems, ability to communicate by email, ability to compose documents, enter database information, create presentations, download forms, and preserve/backup important data. . Requires ability to learn and become proficient in SAM adoption database software program.

REASONING ABILITY

Ability to work with and protect extremely confidential files and information and have the appropriate discernment regarding handling issues of varying complexity and sensitivity. Ability to define problems, collect data, establish facts and draw valid conclusions and can deal with a variety of abstract and concrete variables. Has the discretion to weigh the gravity of an issue and pass along to the appropriate party/leader within the organization, as needed.

CERTIFICATES, LICENSES, REGISTRATIONS

Notary Certification, preferred. Must possess a valid driver's license and ability to supply appropriate documentation/identification to travel authorities when traveling domestically and internationally.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, use stairways to climb to multiple floors within office building, use hands and fingers to keyboard or dial, reach with hands and arms, and talk or hear. The employee must infrequently lift and/or move up to 75 pounds, as it relates to accessing/storage of off-site files. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus, especially with frequent computer use.

WORK 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.

The noise level in the office work environment is usually moderate; noise levels in travel could range from quiet to extremely loud.

The work environment while traveling domestically or internationally could contain a number of environmental factors, including, but not limited to: outdoor weather conditions (extreme hot/cold), work in countries with high incidence of illness/disease or poor living conditions of the inhabitants, political unrest/danger and physical obstacles and/or hazards.