



Internship Job Description for Upward Mobility Scholar Applicants

The Upward Mobility internship program provides meaningful opportunities for students in the field of employee mobility while providing a rich pipeline of diverse talent for industry employers.

Name of Hosting Organization:

MSS, Inc.

Internship Role Title:

Logistics, Operations, and Client Relations

Number of roles available:

1

Available to College Students (2023/24 School Year). Select any that may apply):

Sophomore

Junior

Senior

Work Location & Office Covid Protocols is applicable (select any that may apply):

All in person

All virtual

Flexible/hybrid- The role can be a combination of virtual and in person

Mission of Program:

The Upward Mobility Program provides meaningful opportunities for students in the field of employee mobility while providing a rich pipeline of diverse talent for industry employers.

Internship Work Address:

211 Commerce Drive
Montgomeryville, PA , 18936

If the applicant doesn't reside in the local area is your company willing to provide relocation assistance?

No relocation support provided

Hourly Wage Rate

\$15.00

Anticipated Start Date:

Tuesday, May 16, 2023

Anticipated End Date:

Friday, August 18, 2023

Total Number of Weeks for the internship:

14

Total Number of hours per week the intern is expected to work:

40

Workday starts at: (start time or flexible)

Start times vary depending on which internship candidate applies for. Most common hours start at 8am, 9am, and 10am ET

Workday ends at: (start time or flexible)

End times vary depending on which internship candidate applies for. Most common end times are 5pm, 6pm, or 7pm ET

Hiring Manager's Name/Title:

Jackie Reinhart , VP of Human Resources and Communications

Hiring Manager's Email:

JackieR@mss1.com

Host Organizations website:

www.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, Client Relations, and Logistics across three divisions.

Essential Responsibilities of this role:

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

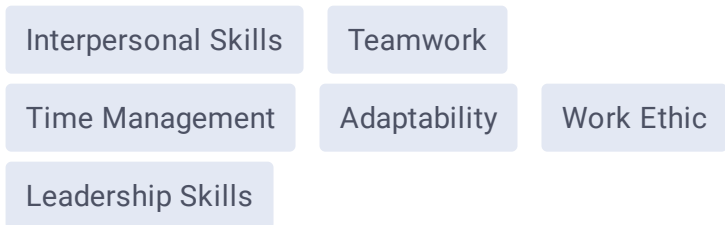
Logistics

- Communicate specific scope of work requirements from client to sub-contractor clearly and effectively
- Maintain progress and status notes on assigned jobs
- Communicate with sub-contractors professionally and timely
- Collect, upload, review sub-invoices, pictures and required paperwork as directed on projects
- Keep an organized system of all pending jobs, subcontractor paperwork and subcontractor coverage requests. Must be a detail conscientious individual.

Skill Development Opportunities:

Communication Skills

Problem Solving Skills



Knowledge and skills required for this role:

- 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.

Company Specific Training for Intern:

Computer based and on-on-one training will occur.

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

Other information:

We offer a thriving and vibrant work environment along with a great opportunity to gain "real life" experience. Our interns will work side-by-side with current MSS staff to successfully assist us through our peak busy season.

Prepared by: Shannon Urich

Prepared by email: surich@mss1.com

Date: Thursday, December 15, 2022