



#### About [Soft Skills Zone](#):

Soft Skills Zone, established in 2018, is a growing woman owned, veteran owned business that delivers soft skills training, credentialing, and coaching services to foster the development of individuals for professional and personal success. What are soft skills? Soft skills are people skills including effective communication, professionalism and work ethics, critical thinking, and teamwork.

A Harvard University study reports that 85% of job success comes from well-developed soft and people skills. Likewise, today's hiring officials and managers repeatedly say that technical hard skills (i.e., in STEM, logistics, construction, and business administration) are not enough. **Our part is to close the soft skills gap to present a well-rounded workforce with hard skills AND soft skills.** Now more than ever, leaders and employees need soft skills, and Soft Skills Zone is positioned to build a dedicated team of trainers and professionals to meet this growing demand.

#### **Internship Opportunity for: New Client Relations Representative (Unpaid with Benefits)**

##### Job Description:

- Complete a [DISC Personality Profile Assessment test](#); receive feedback, [coaching](#), and training on DISC and on your findings
- Learn, understand, and be able to explain our service offerings to others
- Complete our soft skills trainings
- Interns can complete a soft skills assessment test and [earn a nationally recognized Essential Soft Skills credential](#)
- Performs internet research to learn about perspective clients, as assigned
- Interact with perspective clients by email and telephone to provide scripted information on our training offerings and credentialing services
- Answers perspective clients initial and general questions on available services
- Keep records of and track emails and calls with perspective clients; record comments and actions taken
- Schedules and conducts follow up communication and correspondences with the perspective client
- Schedules virtual meetings and calls for prospective client to discuss services and ask specific questions to managers
- Take or enter new clients
- Oversee new client account, as an employee

##### Qualifications:



- Intern(s) must believe in [the Mission, Vision, and Goals](#) at Soft Skills Zone
- Best suited for individuals with knowledge and/or experience in:
  - Administrative and clerical work, customer service, telecommunication, communication, sales, marketing, using a computer, writing documents and correspondences, using Excel spreadsheets
- Skills needed include:
  - Relationship building, active listening, effective verbal and written communication, service orientation, critical thinking, persuasion, time management, effective follow up and follow through

Part-Time: Up to 30 hours per week

Number of Openings: Multiple

Duration: Fall (September–December 2021); Spring (January-April 2022)

Employment Potential: Yes

Location: Remote or Hybrid

Records to: Emma Reynolds-Middleton, CEO

Program Information: Our interns are learners and trainees. As such:

1. Interns cannot displace regular employees
2. Interns are not guaranteed a job at the end of the internship (though we may decide to hire an intern at the conclusion of the experience)
3. Interns are not entitled to wages during the internship however benefits are available
4. We provide soft skills trainings to our interns, even if it somewhat impedes the work
5. Interns receive hands-on experience with processes used by us
6. Interns' assessments and soft skills trainings are intended to benefit the interns

Intern Benefits:

- Access to assessment tests for personal and professional growth and development
- Access to soft skills trainings and coaching
- Opportunity to earn [a nationally recognized soft skills credential](#)

Application Process: Forward your resume to Emma Reynolds-Middleton, CEO

- Email: [emma@softskillszone.com](mailto:emma@softskillszone.com)
- Subject Line: **Interest: Internship - New Client Relations Representative (Unpaid with Benefits)**