



**Commonwealth Corps
Service Internship Position Description**

**More Than Words
Commonwealth Corps
Boston Business Systems Coordinator**



The mission of the Commonwealth Corps service internship program is to engage Massachusetts residents of all ages, backgrounds, and identities in direct service to strengthen communities, address critical needs, and increase volunteerism. Through hands-on experience, Commonwealth Corps members gain professional skills and valuable knowledge while positively impacting diverse communities in our state.

The Massachusetts Service Alliance (MSA) is a private, nonprofit agency that oversees the program and supports host site partners and members to find success throughout the program year. The two Commonwealth Corps members with More Than Words will serve 10.5 months in a full-time capacity. They will join a diverse corps of members across Massachusetts who share a common desire to discover their passion and build their network in the service to their communities and the Commonwealth.

More Than Words (MTW) is a nonprofit social enterprise that empowers youth, ages 16-24, who are in the foster care system, court involved, homeless, or out of school to take charge of their lives by taking charge of a business. MTW seeks 1 full-time Commonwealth Corps member to partner with MTW staff to grow our social enterprise business and support youth in learning transferable job skills. The member will serve mainly in our Boston site with occasional days spent at our Waltham location. The Business Systems Coordinator will be a high-energy, organized leader who will: 1) coach youth on business tasks and core job training competencies, 2) evaluate and refine systems and youth training related to newly launched clothing and e-commerce businesses, 3) collaborate with staff to promote and grow the customer base for these new businesses.

What You'll Do:

Essential Responsibilities:

- Complete a minimum of 1,500 hours of service, serving through June 25, 2022.
- Attend all required Commonwealth Corps trainings and service events held by MSA (minimum of 6 total, post orientation) and More Than Words, including a new member orientation on August 16 & 17, 2021.
- Participate in a minimum of 1 hour of MSA-related activities each week (in person or virtually).

Coach More Than Words youth on Business Training Shifts and in other settings to develop transferable job skills:

- Participate alongside staff and youth in Business Training Shifts in the online bookselling operation, warehouse, and textiles and e-commerce businesses to provide hands-on coaching for youth on job skill development
- Participate in shift check-ins and check-outs with youth and Business Training Staff to discuss competencies and shift goals and provide constructive feedback to youth
- Support senior youth to train new youth on key business tasks or provide training directly as needed
- Support weekly small group curriculum sessions focused on building soft skills, using established curriculum

Engage More Than Words youth in processes to evaluate and refine business training materials, particularly in relation to new businesses that are part of More Than Words COVID-19 recovery:

- Using expertise built on business shifts, document new processes and engage youth in translating these into training materials for new youth

- Pilot trainings and refine materials and expectations based on youth feedback
- Develop “train the trainer” materials and expectations to prepare senior youth to take on increased training responsibilities with new youth

Collaborate with business leadership and marketing staff on initiatives to improve the efficiency and reach of new businesses essential to COVID-19 Recovery:

- Using expertise built on business shifts, document, research, recommend, and pilot process improvements to grow efficiency and/or increase youth ownership over key business functions
- Conduct research into fulfillment strategies of successful e-commerce businesses and collaborate with business leaders on planning and modeling
- In collaboration with marketing staff, design and implement marketing campaigns over email and social media to grow the customer base of new e-commerce platform and new clothing resale businesses

Marginal Responsibilities:

Collaborate with More Than Words youth to lead group volunteer events related to business goals:

- Manage and lead creative and unique on-site group volunteer opportunities in that engage youth and volunteers in their business job (e.g., book sorting and shelving project with a university group)
- Co-facilitate volunteer shifts with youth, modeling public speaking and volunteer engagement behaviors and engage youth in the process of training volunteers.

Who You Are:

You must be:

- A Massachusetts resident ([see guidelines here](#)) with legal authorization to work in the United States
- 18 years of age at minimum, however we typically have members ranging from 18 – 70+ years old
- Excited to give back to your community and help others
- Interested in developing your skills and gaining new professional experience and knowledge
- Able to balance service internship commitments with personal commitments in a sustainable way
- Strong communication skills and interest in providing direct and compassionate feedback
- Ability to spend large portions of the day standing and walking when engaged in business tasks with youth; ability to climb ladders and lift boxes of books
- Comfortable serving in a busy environment that includes donated books and merchandise that is sometimes dusty
- Committed to personal development and interested in engaging in honest conversations about race, equity, and inclusion

It would also be great if you:

- Have prior experience working or volunteering with teens, particularly those in foster care and/or facing compounding risk factors.
- Speak a language other than English – multi-lingual candidates encouraged to apply
- Have lived experiences relevant to those of the young people who we serve

What You’ll Get:

- **Stipend** of \$900 semi-monthly while in service, up to \$18,900 minus taxes and withholdings;
- **Health insurance** (individual coverage only);
- **Member assistance program**, including unlimited, confidential, 24/7, phone counseling services and up to three free, in-person counseling sessions, plus a lot more;
- **Completion award** of up to \$3000 upon successful completion of service, minus taxes and withholdings;
- **Reimbursement for outside training** or professional development opportunities relevant to member’s service and/or goals (Up to \$100; Dependent on approval from MSA)
- **Monthly transportation reimbursement** of \$75;
- **Additional training and other professional development** opportunities;

- **Limited reimbursement for travel** to Corps-wide MSA-sponsored activities;
- Limited travel reimbursement from their host site for certain service-related travel away from their usual service location.
- The opportunity for at least 10 days of planned absences (may include holidays); and
- Opportunity to join with others with a common sense of purpose as part of the Commonwealth Corps

Please note that receipt of these stipends/benefits may impact an individual's eligibility for certain public benefits.

Term of Service:

- **Position Start Date:** August 16, 2021
- **Position End Date:** June 25, 2022
- Service commitment will average 38-40 hours per week during the following days/times: M-F, 9am-5pm

How to Apply:

- To apply, submit a cover letter and resume by May 31, 2021 to Betsy Sylvia, bsylvia@mtwyouth.org
- Accepted members will be required to undergo a criminal history check.

More Than Words will recruit and select persons in all positions to ensure a diverse and inclusive climate without regard to race, religion, sex, sexual orientation, age, veteran status, color, political affiliation, creed, national origin, marital status, or any other status as protected by federal, state, and local laws. More Than Words welcomes applications from individuals with disabilities and will make reasonable accommodations for interviews and for service upon request.



**Commonwealth Corps
Service Internship Position Description**

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Commonwealth Corps
Waltham Business Systems Coordinator**



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The Massachusetts Service Alliance (MSA) is a private, nonprofit agency that oversees the program and supports host site partners and members to find success throughout the program year. The two Commonwealth Corps members with More Than Words will serve 10.5 months in a full-time capacity. They will join a diverse corps of members across Massachusetts who share a common desire to discover their passion and build their network in the service to their communities and the Commonwealth.

More Than Words (MTW) is a nonprofit social enterprise that empowers youth, ages 16-24, who are in the foster care system, court involved, homeless, or out of school to take charge of their lives by taking charge of a business. MTW seeks 1 full-time Commonwealth Corps member to partner with MTW staff to grow our social enterprise business and support youth in learning transferable job skills. The member will serve mainly in our Waltham site with occasional days spent at our Boston location. The Business Systems Coordinator will be a high-energy, organized leader who will: 1) coach youth on business tasks and core job training competencies and 2) evaluate and refine systems and youth training related to our online bookselling business.

What You'll Do:

Essential Responsibilities:

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- Support senior youth to train new youth on key business tasks or provide training directly as needed
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Engage More Than Words youth in processes to evaluate and refine business training materials, for online bookselling operations, our largest business:

- Using expertise built on business shifts, document new processes and engage youth in translating these into training materials for new youth Pilot trainings and refine materials and expectations based on youth feedback
- Develop "train the trainer" materials and expectations to prepare senior youth to take on increased training responsibilities with new youth

Collaborate with business leadership and marketing staff on initiatives to improve the efficiency and reach of our online bookselling business:

- Using expertise built on business shifts, document, research, recommend, and pilot process improvements to grow efficiency and/or increase youth ownership over key business functions
- Conduct research into inventory turnover strategies, industry return rates, and online customer service and retention and collaborate with business leadership on new strategies
- In collaboration with marketing staff, design and implement marketing campaigns over email and social media to promote used book sales

Marginal Responsibilities:

Collaborate with More Than Words youth to lead group volunteer events related to business goals:

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