Crossroads Foundation
Summer Internship Program 2021 Description

Thank you for your interest in joining the Crossroads Summer Internship Program! Below you will find more information and details regarding the internship opportunities available this summer.

Please note that each year Crossroads receives hundreds of summer internship applications. This means that we cannot accept all internship applications and even when accepted we cannot guarantee everyone’s preferred role. Following an interview session we will notify applicants if they are accepted and what role they are being offered.

Below is a list of the four Crossroads Foundation globals and supporting departments with the internship roles being offered. Read carefully through the descriptions below and contact us if you have any questions.

Please reply with your preferred role, listing your top three in order of preference - 1st, 2nd and 3rd.

For more information about Crossroads and the various parts of our work listed below, please visit www.crossroads.org.hk/about/.

GLOBAL DISTRIBUTION: Where need meets resource
We are donated excellent quality goods by business and private donors. We distribute these to people in need, in Hong Kong and around the world. Interns in this department typically take on the role of an assistant manager and with a wide range of responsibilities and tasks. In order to ensure efficiency across the whole department, roles below require flexibility and willingness to help/backing-up other areas. Various potential roles below:

INCOMING DEPARTMENT
Incoming Goods (2) – includes heavy lifting: All goods donations are first received and processed in our Incoming Warehouse. Interns play a vital role in ensuring
- Ensuring all items received meet Crossroads’ high quality standards.
- Organizing and allocating items to their respective processing rooms.
- Managing and leading community volunteers assigned to the department.

Incoming Goods Admin (2): The incoming department at Crossroads Foundation is responsible for initial screening and coordinating of all donated goods received in Hong Kong.
- Managing direct correspondence and communication with goods donors (administration role).
- Coordinating deliveries to Crossroads.
- Entering and tracking all donated goods in our inventory and reporting systems.

PROCESSING DEPARTMENT – might include heavy lifting
All processing rooms are responsible for ensuring quality and appropriateness for all Crossroads distribution to communities in need. Intern tasks in each processing room vary but will cover all that is needed for these rooms to function effectively and typically cover:
- Sorting, testing and packing goods for distribution.
- Tracking and reporting on all inventory and items handled (administration role).
- Managing community and group volunteers.
**General Processing Rooms:**
- Bulk Processing (2)
- Toys Department (2)
- Household Department (2)
- Clothing Department (2)

**Technical Processing Rooms:**
- Computer Department (2)
- Electrical Department (2)
- Bicycle Department (2)

**DISTRIBUTION - INTERNATIONAL**
**Stock Ready (2)** – includes heavy lifting
- Planning, preparing and storing processed goods for international shipments.
- Managing the Stock Ready warehouse, including stock-take and data entry.
- Managing and leading community volunteers.

**Shipping Office (2)**
- Corresponding with those receiving shipments (administration role).
- Tracking and recording all inventory and goods being prepared for shipment.
- Coordinating shipment loadings with Stock Ready and Processing rooms.

**DISTRIBUTION - LOCAL**
**Hong Kong Distribution Office (HKD) (4)**
- Arranging and organizing collection days for clients referred to us by Hong Kong government departments and partnering NGOs.
- Welcoming and assisting clients attending appointments to receive goods from Crossroads.
- Managing the distribution office data entry, correspondence and enquiries (administration role).

**GOODCITY.HK (3)**
Goodcity is a new service started within the Global Distribution department and therefore bridges between developing the service and user testing as well as managing the receiving and distributing of goods. Tasks typically include:

- Managing GoodCity related apps, including user testing.
- Supporting HKD order fulfilment (administration role).
- Supporting stock management - checking and updating inventory, taking pictures of donated items, measuring all items listed in the apps, some lifting, etc.
GLOBAL X-PERIENCE (GX) (2): Stepping into another’s shoes
GX helps participants step into the shoes of those we serve in order to promote a deeper understanding of those in need. Intern responsibilities in this department include:

- Facilitating simulations as cast and support staff.
- Public speaking – briefing and debriefing groups.
- Organizing simulations for school and corporate groups (administration role)
- Preparing and setting up for simulations.

GLOBAL HANDICRAFTS: Fair trade for a fairer world
For many in poverty, humanitarian aid is not enough. They need a job with a reliable income. So we provide ‘business solutions’ for people in poverty: fair trade and social enterprises.

Fairtrade Shop (2): Global Handicrafts Marketplace sells goods that are purchased on a fair trade basis and provides a fair income to artisans and producers who are living in economic need. Interns in the shop typically
- Fulfilling all the roles of a sales assistant.
- Managing inventory and stock.
- Corresponding and fulfilling purchases from producers and online sales (administration role).

Fairtrade Café (2): Silk Road Café serves visitors to Crossroads. Interns are trained as bar
- Fulfilling barista responsibilities
- Managing the café register and tracking sales

CROSSROADS SUPPORT SERVICES
Communications Department: In the communications department Interns help with presenting information to the wider public and manage the flow of information internally. Intern responsibilities include:

- Writing for various communication channels including social media.
- Translation tasks.
- Supporting fund raising projects.

Volunteers Department & Reception: Crossroads welcomes thousands of volunteers and visitors to our 9 acre site each year. This department functions as the front door to experiencing the Global Village and how to help a world in need.

- Organizing and planning volunteer activities for corporate and educational groups as well as individual
- Distributing volunteers across the organization;
- Public speaking including briefing/debriefing groups and conducting interviews with potential volunteers.
- Handling and managing walk-in visitors, phones and email correspondence (administrative role).
**Engagement:** Developing opportunities and partnerships with schools, companies, and NGOs to help those in need. Intern responsibilities include:

- Researching best practice in CSR, sustainability and economic development
- Managing and utilizing Crossroads CRM for engagement opportunities
- Connecting with companies and schools to invite and foster actions to help those in need

It is important to note, due to the large number of applicants, it is not always possible to provide every intern their first preference for internship role. Allocations will be finalized after the interview but prior to starting the internship.

**INTERNSHIP SESSIONS**
While we warmly welcome interns year round, summer internship requests are reviewed from February. Minimum internship duration is 6 weeks.

The Crossroads Summer Internship Program typically has two intakes:

**First intake: June-July**

**Second intake: July-August**

You can find further information online at [https://www.crossroads.org.hk/home/connect/volunteer/student-internships/](https://www.crossroads.org.hk/home/connect/volunteer/student-internships/).
Please contact us at volunteer@crossroads.org.hk for specific intake dates and further information.

We look forward to welcoming you at Crossroads!

Thanks and warm regards,

Crossroads Foundation