**2250**

**Organic Certification Client Care Intern**

**Spring 2025**

**Organization Overview**

QCS is the certification body of Florida Certified Organic Growers and Consumers Inc., a nonprofit organization that began certifying organic growers in 1987 and received its USDA accreditation in 2001.

QCS is a USDA, COR, EU and ANAB ISO/IEC 17065 accredited certification body that offers a wide array of certification options for farming of crops, livestock, aquaculture, animal feed manufacturing, packing, handling and processing and wild harvest operations. We’re proud of our diverse clients and services, but we’re most proud to offer an unwavering commitment to customer service.

**Position Overview**

The Intern will work alongside our Service and Support team to help educate potential clients about the application process for organic certification and the other certification services that QCS provides. They will learn to provide technical and administrative assistance to prospective QCS clients to ensure a positive experience throughout the entire organic certification process. They will keep clients informed of standards updates, changes to certification programs, and opportunities for public comment and will assist in growing QCS client base through sales leads. We are seeking a candidate with great customer service, active listening, and excellent verbal/written communication skills. Intern will assist the Service and Support team with all aspects of the application process for potential and new applicants.

As an extension of the USDA’s Transition to Organic Partnership Program (TOPP), this internship will assist transitional and new organic farmers in understanding how to become certified and maintain their certification in good standing. For more information about TOPP, click here:<https://www.organictransition.org/>.

QCS is currently seeking 1 intern for the Spring 2025 semester to work 10-15 hours per week over the semester, not to exceed 150 hours.

To support the initiatives of The Organic Farmers Association, this opportunity is available to Black, Indigenous, and BIPOC participants.

**Essential Duties and Responsibilities:**

* Provide application materials to potential clients and first-time applicants
* Answer potential client questions about certification requirements, the certification process and status of their applications
* Follow up with potential clients through application process, including reviewing applications for completeness
* Develop and distribute client notifications regarding regulatory updates, opportunities for public comment, certification program changes, and other topics
* Link clients with technical resources related to certification
* Assist Marketing Specialist with client-focused messaging for marketing campaigns
* Collaborate with Marketing Specialists in creation of materials targeting potential clients.
* Obtain customer service feedback from clients
* Other duties as required by the manager.

**Qualifications:**

* Strong customer service orientation, interpersonal skills and relationship building required.
* Requires exceptional verbal and written communication and outstanding presentation and interpersonal skills
* Ability to understand, interpret, and communicate technical aspects of organic processes, regulations, and standards.
* Ability to research information for multiple sources and identify, collect, and organize data for decision making.
* Adapts to changing business needs, conditions, and work responsibilities and works with a variety of situations, individuals, groups and varying customer needs.
* Prioritizes tasks by importance and deadlines and adjusts priorities as situations change.
* Proficient in MS Office applications and ability to utilize other software programs as needed.
* **Applicants must reside in Florida, Georgia, North Carolina, Ohio, Oregon, Pennsylvania, South Carolina, Texas, Virginia, Washington, West Virginia, or Wisconsin. Applicants not located in the listed states will not be considered.**

**Compensation:** Starting pay is $15 per hour for undergraduate interns and $18 for graduate interns, not to exceed a total of $2,250/undergraduate or $2,700/graduate per semester. Interns are not eligible for benefits. This internship is remote, so a reliable internet connection is required.

**To Apply-** [**Please complete this application**](https://www.jotform.com/build/250135714683153)

* Application period: **January 15 - January 31, 2025**
* Interviews: **February 3 - 7, 2025**
* Position target start date: **February 24, 2025**