



## HMHB Call Center Program Intern

**Overview:** Healthy Mothers, Healthy Babies Coalition of Georgia seeks qualified applicants for the position of Call Center Program Intern.

### Projects:

- HMHB operates the Maternal and Child Health Referral Line and the Children 1<sup>st</sup> Screening Line on behalf of the Department of Public Health. The intern will work with key staff in the Call Center to:
  - Update the public portal with resources and providers.
  - Conduct follow-up surveys with callers about their experience using the service.
  - Draft basic reports on outcomes from surveys for review.

### Required Qualifications:

- Available to fulfil a full semester internship (part-time or full-time) during Spring or Summer 2018.
- Able to conduct phone surveys in English.
- Can collect and analyze qualitative and quantitative data.
- Must have excellent communications skills, written and oral.
- Ideal candidate will be well organized.
- Must pass a criminal history background check.

### Preferred Qualifications:

- Demonstrates working knowledge of maternal and infant health and or public health.
- Familiarity in working with cloud-based systems including Google Drive is a plus.
- Enrolled in a degree program in the social sciences including social work, public health or a related field at the time of internship.

**To Apply:** Please email your current resume or CV, a cover letter expressing your interest (body of email is fine), and two references who can speak to the qualifications listed above, to Shamonica McGill at [shamonica.mcgill@hmhbga.org](mailto:shamonica.mcgill@hmhbga.org). Please, no phone calls.

**Deadline:** We request that candidate documents be submitted by January 5, 2018 for Spring and April 13, 2018 for Summer. We will continue to take applications until the positions are filled, but those who submit their documents by the early deadline will receive priority consideration.

**About HMHB:** Healthy Mothers, Healthy Babies Coalition of Georgia's mission is to improve maternal and child health through advocacy, education and access to vital resources. Our vision is that every mother and child in Georgia will have access to resources for a healthier life. Learn more about HMHB by visiting us online at: [www.hmhbga.org](http://www.hmhbga.org). We are an equal opportunity employer.