

U.S. Embassy Budapest

is seeking 3 highly motivated students for a

# Local Internship program

(Unpaid internship)

# in the Customer Service Center (CSC) office in the Spring 2023

Minimum 20 hours, 5 days per week (variable/flexible hours) for 6 weeks

Customer Service Center (CSC) is a “one-stop” shop within the Embassy that focuses on providing quality support to our customers. Our internal customers are the diplomatic families serving at the mission. Our services provided are divided to pre-arrival, onboarding, and departure. Our section is the first and the last point of contact for the diplomats at arrival and departure. We deeply believe that customer service is an attitude and not a department.

## Major duties and /or projects include the following

* Assisting with the Arrival of Diplomats:
* Residence permit application procedure assistance (filing, copying, taking photos, sorting forms, application submissions at The Ministry of Foreign Affairs (MFAT), diplomatic note drafting)
* Collecting forms from arriving diplomats
* Setting up Check-In appointments for newcomers
* BKK QR code requests
* Assisting with the Departure of Diplomats:
	+ Assisting with canceling internet/phone subscriptions, K&H bank account termination, Allianz TPL Insurance Termination, deregistration from MFAT/collecting residence permit cards
* Setting up bank account opening appointments
* Assisting with ordering internet/phone subscriptions
* Assisting with Third Party Liability Vehicle insurance policy
* Collecting/submitting/assisting with VAT refund packages/Translations/Delivery etc.
* Preparing Army base cards
* Assisting with Visa applications:  traveler data collection, supporting letters, Diplomatic Notes
* Updating car insurance/technical inspection records and sending reminders to Diplomats
* Assisting with Residence card and passport expiration tracking
* Collecting/scanning/filing Gym Waiver forms
* Assisting with Arrival seminar organization

## Skills and qualifications

* Fluent/advanced Hungarian and English (reading, writing, speaking)
* Multitasking
* Customer focused
* Effective communication skills (in-person, phone, online)
* Excellent organization skills
* Strong presentation skills
* Time management skills
* MS Word knowledge

## How will this internship benefit the section and the intern

We heavily rely on interns in the busy transfer season. They will gain practical, on the job, real life experience. The internship program is a great opportunity for the interns to work in a professional environment with Hungarian and U.S. colleagues.  The intern will have an opportunity to master their communication skills, to learn how embassy offices operate and collect information for the mission community. The CSC Office will benefit from the interns’ fresh academic knowledge, their creativity, and their computer skills.

## Certification

The CSC office has the adequate workspace and equipment for the intern to perform the duties during the internship.

Please note, there are no benefits attached to this internship, no compensation, nor any future employment rights.

## How to apply

Submit your application form (obtained from your university) with your CV, Statement of Interest, and Certification of active student status to the Human Resources Office at the U.S. Embassy, Szabadság tér 12. 1054, Budapest or to budapestrecruitment@state.gov.

Closing date: December 18, 2022