



*"Makes life a bite better"*



April 1, 2024

*Paid summer work experience at Ghirardelli for San Leandro High School Alumni entering their junior or senior year in college!*

To San Leandro High School alumni,

Once again, Ghirardelli Chocolate Company is excited to invite talented undergraduates entering their junior or senior year to apply for a challenging, hands-on experience in the Consumer Packaged Goods Industry. This paid, seven-week summer work experience runs June 17 - August 1, 2024.

In 2012, Ghirardelli announced a partnership with the San Leandro Education Foundation, along with a commitment to launch a summer work experience program for San Leandro High School alumni currently attending a four-year college. In 2014, the program was piloted with five SLHS alumni to great success, and the program continues to thrive. To find out more about SLED's programs and how to get involved, visit [www.sledfund.org](http://www.sledfund.org).

The summer work experience combines meaningful on the job work experience along with other significant activities such as interview skills training, chocolate school, and more. The 2024 Ghirardelli Internship Program features 9 positions at our corporate location in San Leandro supporting our HR, Marketing, Operations, Research & Development, and Retail/E-Commerce departments. This is a paid work experience at \$22/hour, Monday through Thursday for 29 hours per week.

To be considered for this opportunity, please submit a resume. Make sure to indicate your 3 job preferences in 1-3 order at the top of your resume. Include all current contact information: name, address, phone number, and email address, as well as the year you graduated from San Leandro High and your current 4 year university.

Ghirardelli will be accepting nine hires for the 2024 summer work experience program. All resumes or questions should be sent to [Ghirardelli@sledfund.org](mailto:Ghirardelli@sledfund.org).

Summaries of each position are attached with this letter. The deadline to receive all applications is **May 3, 2024**. If your application is selected, you will be contacted for an interview in May. Best of luck to you with this fantastic opportunity!

Sincerely,

Dana Roush  
HR Generalist  
Ghirardelli Chocolate Company

Kate Miller  
Executive Director  
San Leandro Education Foundation



## 2024 SLED Job Descriptions

June 17-Aug 1

Pay: \$22/hour

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**Unless otherwise stated, all positions require the following skills:**

- Interest in the work and functions of your department
- Self-motivated with high level of follow-up, availability and responsiveness to department needs
- Flexible and able to work on multiple projects simultaneously
- Strong computer and organizational skills (Word, Excel, PowerPoint, Outlook)
- Strong analytical skills
- Able to work independently as needed
- Undergraduate entering your junior or senior year of college with a minimum 3.0 GPA
- Enthusiasm and a competitive spirit
- Be prepared to learn how *Ghirardelli Makes Life a Bite Better!*

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### **HR DEPARTMENT / Talent Acquisition – 1 Position**

**Location: Ghirardelli San Leandro HQ2 Headquarters**

The Talent Acquisition team matches qualified candidates with open positions in the company. We own the end-to-end recruitment process from attracting, sourcing, prescreening, and presenting candidates to hiring managers. This role will assist the Talent Acquisition team in research into how AI will change hiring for the future, to find scheduling tools in Microsoft Teams that will assist in our interview scheduling needs, and to research best practices for blind hiring. If time permits, there will be an opportunity to fill one entry-level or associate level role.

- Identify several ways AI can be used for Recruiting needs and how it will change the future of hiring (AI-assisted messaging, candidate outreach, Boolean strings, generating interview questions, writing job descriptions, scheduling, etc.)
- Test scheduling apps in MS Teams that integrate with Office 365 and provide recommendations
- Research best practices for blind hiring
- BONUS: If time permits, SLED will fill one entry-level role
- Completes and presents PowerPoint deck of work completed and learnings

### **OPERATIONS DEPARTMENT – HSE – Environment & Sustainability - 1 Position**

**Location: Ghirardelli San Leandro HQ1**



The Health, Safety and Environment (HSE) department is responsible for complying with water, air, emissions, and other regulations. Through Ghirardelli's Continuous Improvement program, in combination with our Sustainability initiative, we are taking intentional steps towards even more sustainable operations. Reducing Ghirardelli's impact on our environment, communities and supply chains, we seek to be a responsible steward.

This opportunity within HSE, supporting the Environmental Pillar and Sustainability team, integrates you in the daily business of Ghirardelli:

- Identify large resource consumers, document equipment data for before/after success indicators, measure events to support greenhouse gas emissions and utility reduction efforts.
- Research opportunities, proposals, and information on solutions proposed by the Environmental Pillar to reduce water consumption, energy consumption, and waste generation.
- Sample discharges for quality tracking and regulatory compliance
- Locate leaks and drive containment
- Support the recycling team of the Environment pillar with training development and waste observation/auditing

## **R&R and E-COMMERCE DEPT / Digital Content Specialist – 1 Position**

**Location: Ghirardelli San Leandro HQ1**

### **Project Purpose:**

As a Digital Content Specialist intern, you will play a vital role in ensuring the accuracy, consistency, and alignment of our product content across various retailer websites with our Salsify platform. This position offers a unique opportunity to gain hands-on experience in content management, digital merchandising, and e-commerce strategies.

### **Responsibilities:**

#### **1. Retailer Site Review:**

- Conduct thorough reviews of product listings on specified retailer websites to ensure accuracy and consistency with the content stored in our Salsify platform.
- Identify discrepancies, errors, or missing information in product descriptions, images, etc., for both above and below the fold content.
- Work closely with the Digital Content Operations and Development Manager to address any discrepancies and update content as necessary to maintain brand integrity.

#### **2. Content Alignment:**

- Verify that product information, images, and attributes on retailer sites match the data stored in the Salsify platform.



- Collaborate with cross-functional teams to ensure product content meets the requirements and standards set by each retailer.
3. **Quality Assurance:**
- Conduct quality assurance checks to ensure the completeness and accuracy of product data across all retailer platforms.
  - Report any issues or inconsistencies found during the review process and assist in implementing corrective actions.
4. **Documentation and Reporting:**
- Maintain detailed records of content reviews, updates, and any issues encountered during the process.
  - Generate regular reports summarizing content discrepancies, corrective actions taken, and improvements made over time.
  - Complete and present PowerPoint presentation of completed work and learnings.

## **OPERATIONS DEPARTMENT / Training Department—1 Position**

**Location: Ghirardelli San Leandro HQ1 Headquarters**

### **Project Purpose:**

Assist the Training department with training initiatives in the Operations team and training material creation as part of our employee development program.

### **Projects will vary and may include:**

- Creation of training videos or other training materials in collaboration with the Training Department & subject matter experts and, if applicable, making them available in our Learning Management Software (LMS).
- Assist during Trainer development workshops and other in-person training initiatives.
- Organize training records & training materials.
- Identify, track and update employee skills within our LMS.
- Create a program to maintain our internal Training room, following 5S methodology.

### **Project Objectives (Key Performance Indicators):**

- Provide well-defined and engaging training materials.
- Ensure standards are being utilized and trained.

### **Project Deliverables:**

1. Training Materials & Standards.
2. Learn TWI & 5S methodology and use tools.
3. Complete and present PowerPoint deck of work completed and learnings.



## **OPERATIONS DEPARTMENT / Engineering—1 Position**

**Location: Ghirardelli San Leandro HQ1 Headquarters**

### **Project Purpose:**

Assist the Engineering department to collect data and develop a solution to reduce the chocolate waste in the facility

### **Project Objectives (Key Performance Indicators):**

- Collect data of the existing waste
- Develop an engineering solution.
- Work with supplier to estimate the cost

### **Project Deliverables:**

1. Data of chocolate waste
2. Engineering solution
3. Cost of the solution
4. Completes and presents PowerPoint deck of work completed and learnings

## **MARKETING DEPARTMENT / Digital Marketing – Social Media—1 Position**

**Location:** Ghirardelli San Leandro HQ2 Headquarters

We develop and execute growth plans for Ghirardelli Confections (Squares, Bars, Seasons) and Ghirardelli Baking products. Your job will be on the Digital Marketing Team at our corporate headquarters in San Leandro.

### **Projects will vary and may include:**

1. Finding opportunities to grow Ghirardelli's share of the social conversation through influencers.
2. Evaluating chocolate competitors to see how they engage with influencers on social media and creating a reference of best practices/insights.
3. Supporting the Digital and Creative teams with image and video organization.

### **Key Project Work Includes:**

1. Primary project: Bringing our Social Moments Response program to life-- preparing Ghirardelli to more quickly respond to organic social/celeb shout-outs to Ghirardelli.
  - i. Help develop criteria for determining which social moments we should respond to.
  - ii. Work cross-functionally to create an approvals process and to determine what should be sent.



- iii. Work with vendors / creative team / Marketing Coordinator for actual product sends.
2. Secondary project: Creating a Surprise & Delight program to foster relationships with social media trend-setters.
  - i. Create a workflow for Ghirardelli team members to follow when requesting a S&D.
  - ii. Work cross-functionally with Brand team to create a S&D box (including all box components and artwork design) that matches the Brand's goals and creates excitement with social media influencers.
  - iii. Work with vendors / creative team / Marketing Coordinator for actual product sends.

## **R&D DEPARTMENT/ Quality – Food Safety—1 Position**

**Location:** Ghirardelli San Leandro HQ1 Headquarters

The goal of the Quality and Food Safety team at Ghirardelli is to ensure that our products are safe, comply with regulations and food safety standards, meet our customers' requirements, and achieve our internal quality standards.

### **Projects will vary and may include:**

- Validation Training: learn validation process, develop and facilitate training for validation activities
- R&D Food Safety Plan: support finalization of the plan, perform validation activities
- Tomric Flow Wrapper Sanitation: support finalization of plan, perform validation activities
- Food Safety Training Plan for Management Teams: work with team to develop training plan, build training materials
- Calibration Program: support team in developing dashboard to monitor calibration status
- Shoe Sanitizer/Scrubber Program: work with team to build validation plan, perform validation activities

## **HR DEPARTMENT / HR Business Partner Team– 1 Internship Position**

**Location:** Ghirardelli Chocolate Company, San Leandro Headquarters (HQ2)

The HR Business Partner team actively works with managers and employees across Ghirardelli, providing full spectrum human resources support to multiple client groups. This is achieved by a consultancy-based service that delivers best practices and HR solutions to support both divisional and company business objectives.



This role will assist the HRBP team in researching and finding a digital filing system that can house all (1000~) employee and HR team resource files. The team is seeking one organized place where these files are kept, with the appropriate security and privacy protections in place. Employee files contain private information so ensuring safekeeping and the ability to control appropriate access is paramount.

- Speak with members of IT and HR to determine possible solutions
- Research cost-effective digital filing solutions
- Meet with members of the HR and IT teams to determine where all employee files are kept/stored currently (recruiting, workers compensation, policies, leave files, etc.) to inform future solutions
- Outline a plan of how to implement the proposed system(s)
- Present a PowerPoint presentation of what was learned and the solution to the company's digital filing needs

**Skills and qualifications:**

- Microsoft Office experience
- Attention to Detail
- Highly Organized
- Administrative experience including filing and file management
- Demonstrated ability to keep information confidential
- HR experience including new hire onboarding preferred or relevant/related experience in fields of banking, finance, legal, insurance, or filing/book-keeping/office management

**OPERATIONS DEPARTMENT – Supply Chain / Demand Planning – 1 Position**

**Location: Ghirardelli San Leandro HQ1 Headquarters**

The Demand Planning Team is the lead owner on the Ghirardelli demand plan. This plan is the first link in our supply chain and is the pivotal data needed to deliver the company's sales, service, and cost commitments. Through collaboration with multiple cross-functional teams, the Demand Planning Team leads the complex process of gathering data, analyzing results, and publishing accurate demand plans that point the rest of the business in the correct execution direction. This job will focus on the following projects (subject to change):

- Update weekly forecast comparison reports
- Support Demand Planning Managers with deep dive analysis on monthly Exceptional Clearance and Donations
- Participate in monthly key account calls:



- Update consumer consumption reports for these key accounts
- Present forecast accuracy to these accounts and update the information
- Update state of business slides
- Ad hoc analysis on inventory position based on forecast
- Completes and presents PowerPoint Presentation of work completed and learnings