

Website and Customer Experience Intern

Position Summary

For creative problem-solvers, user-centered designers, and strategic thinkers who enjoy creating seamless digital experiences that help people learn, engage, and thrive.

The Website & Customer Experience Intern creates intuitive digital experiences that help visitors discover educational resources, navigate online platforms with ease, and become engaged members of the organization's community. Working with Kajabi websites, landing pages, sales funnels, email sequences, online courses, graphics, and user experience improvements, this role blends creativity, design thinking, and strategic problem-solving to create digital experiences that are both meaningful and effective. Interns gain hands-on experience in website management, customer experience design, AI-assisted workflows, digital optimization, and online education while building a portfolio of projects that improve engagement and support the organization's long-term growth.

Purpose of the Role

Do you want your work to contribute to a world where people wake up inspired, individuals flourish while workplaces thrive, and communities become more peaceful?

A meaningful mission deserves an exceptional experience. Every landing page you improve, course you organize, email sequence you refine, and digital journey you enhance helps remove barriers between people and the resources that can support their personal and professional growth. Your work helps create welcoming, intuitive experiences that allow visitors to focus less on navigating technology and more on discovering ideas that inspire learning, well-being, leadership, and meaningful success.

As the Website & Customer Experience Intern, you help transform digital platforms into inviting spaces where curiosity becomes engagement and first-time visitors become lifelong learners. Beyond improving individual web pages and online experiences, you will help develop scalable systems, customer journeys, and documented processes that strengthen the organization's ability to serve more people with clarity, consistency, and care.

About Our Organization:

Our mission is to awaken human potential where purpose comes alive, emotions become allies, energy rises, and human flourishing fuels organizational flourishing. Through keynote speaking, corporate training, books, online programs, meditation, and research-informed educational resources, Avital P.G. Miller, LLC helps individuals and organizations cultivate greater well-being, leadership, emotional adaptability, and meaningful success. Founded by award-winning

speaker, bestselling author, and positive psychology researcher Avital Miller, the organization integrates modern psychology, timeless wisdom, and practical strategies to contribute to healthier workplaces and more peaceful communities.

Growth Opportunities

Professional Development

As a Website & Customer Experience Intern, you will gain hands-on experience designing digital experiences that help people discover educational resources, navigate online platforms with confidence, and engage more deeply with a mission-driven organization.

During your internship, your opportunities may include:

- **Build** a professional portfolio of websites, landing pages, sales funnels, email sequences, online course experiences, and customer journey improvements that demonstrate your design, strategy, and problem-solving abilities.
- **Develop** practical experience with website management, user experience (UX), customer journey design, AI-assisted workflows, conversion optimization, and digital education platforms, including Kajabi and Learn It Live.
- **Apply** user-centered design principles to create intuitive digital experiences that improve engagement, accessibility, and overall customer satisfaction.
- **Collaborate** with interns across publishing, digital media, marketing, and publicity to create seamless digital experiences that support integrated organizational goals.
- **Experience** the complete website development process—from planning customer journeys and designing digital assets to testing, refining, publishing, and continuously improving the user experience.
- **Strengthen** project management skills by balancing multiple website initiatives while maintaining accuracy, consistency, and attention to detail.

Personal Development

Exceptional digital experiences are created by people who combine empathy, curiosity, creativity, and strategic thinking. Success in this role comes from understanding how people interact with technology and continually improving those experiences to better serve their needs.

Throughout this internship, your opportunities may include:

- **Strengthen** design thinking by evaluating digital experiences from the perspective of the user and identifying opportunities for meaningful improvement.
- **Develop** greater empathy by understanding the questions, needs, and motivations of diverse audiences as they navigate digital platforms.
- **Refine** problem-solving skills by simplifying complex processes and creating intuitive experiences that reduce friction and build confidence.

- **Increase** adaptability by learning emerging technologies, AI tools, website platforms, and evolving best practices in customer experience design.
- **Cultivate** collaboration by partnering with teammates to create cohesive digital experiences that support a shared mission.
- **Expand** your ability to think strategically by recognizing how every interaction contributes to the overall customer journey and long-term organizational success.

Purpose Development

A thoughtfully designed digital experience can remove obstacles, inspire confidence, and make transformational resources easier to access. Every improvement you make helps people spend less time navigating technology and more time engaging with ideas that support learning, well-being, leadership, and human flourishing.

Through this internship, your opportunities may include:

- **Discover** how thoughtful design can become a meaningful act of service by making educational resources more accessible, intuitive, and engaging.
- **Experience** how every digital interaction contributes to building trust, encouraging exploration, and strengthening long-term relationships with the community.
- **Contribute** to a mission that promotes greater well-being, emotional adaptability, leadership, and meaningful success for individuals and organizations.
- **Help** create welcoming digital environments that encourage curiosity, support learning, and inspire continued engagement with the organization's educational resources.
- **Recognize** that exceptional customer experiences are more than effective technology—they create meaningful connections that help people feel supported, valued, and inspired throughout their journey.

Primary Responsibilities

As a Website & Customer Experience Intern, you will help create intuitive digital experiences that guide visitors from curiosity to meaningful engagement while developing professional skills in website management, user experience, and customer journey design through meaningful, real-world projects.

Your opportunities may include:

- **Design** engaging website pages, landing pages, and digital experiences that clearly communicate the organization's mission while helping visitors discover relevant educational resources and programs.
- **Develop** sales funnels, email sequences, and customer journeys that create seamless transitions between initial interest, continued engagement, and long-term participation within the organization's community.

- **Manage** website content, online courses, and digital resources within Kajabi, Learn It Live, and other online platforms while maintaining accuracy, consistency, and an exceptional user experience.
- **Apply** user experience (UX) principles to improve website navigation, accessibility, usability, and overall customer satisfaction across digital platforms.
- **Create** graphics and supporting visual assets that enhance website design, strengthen brand consistency, and improve the overall customer experience.
- **Evaluate** customer journeys by identifying opportunities to reduce friction, simplify navigation, increase engagement, and improve conversion rates through thoughtful design and continuous optimization.
- **Collaborate** with publishing, digital media, marketing, and publicity interns to ensure websites and digital platforms provide a cohesive experience across every stage of the customer journey.
- **Investigate** emerging website technologies, AI-assisted workflows, digital design trends, and customer experience best practices to recommend innovative solutions that strengthen organizational effectiveness.
- **Document** website procedures, templates, AI prompts, customer journey maps, and standard operating procedures that improve efficiency and create valuable organizational knowledge for future internship teams.
- **Recommend** website enhancements, customer experience improvements, and digital innovations that increase engagement while supporting the organization's mission and long-term growth.

Who Thrives in This Role

People who thrive in this role enjoy making complex experiences feel simple, intuitive, and welcoming. They naturally think about how others interact with technology and find satisfaction in creating digital environments that help people discover, learn, and engage with confidence. Rather than seeing websites as collections of pages, they see them as meaningful journeys that shape how people experience an organization.

You are likely to thrive in this role if you:

- **Enjoy** creating digital experiences that make it easier for people to discover valuable resources, navigate with confidence, and engage meaningfully.
- **Balance** creativity with strategic thinking, appreciating both beautiful design and purposeful functionality.
- **Take initiative** to explore emerging website technologies, AI tools, user experience trends, and digital design best practices while continually strengthening your skills.
- **Value collaboration** and enjoy working across multiple disciplines to create seamless experiences that support a shared mission.
- **Welcome feedback** as an opportunity to improve usability, strengthen customer experiences, and pursue continuous improvement.
- **Think from the user's perspective**, recognizing that every interaction, click, and design decision influences how people experience the organization.

- **Find satisfaction** in organizing information, simplifying complexity, and creating intuitive digital experiences that help people feel supported and empowered.
- **Feel energized** by contributing to a purpose-driven organization where your work helps people connect with resources that promote greater well-being, emotional adaptability, leadership, and human flourishing.

This opportunity is designed for purpose-driven individuals who are energized by meaningful work, continual learning, and contributing their unique talents to something larger than themselves. We would love to explore how your strengths, passions, and aspirations align with our mission—and how this experience can help you grow while making a meaningful contribution.