



May 2007
FLSA: NON-EXEMPT

INTERN

DEFINITION

Under immediate supervision, performs a variety of routine administrative, project-related, and department-specific assignments in support of a Town department/division; researches, writes, and presents reports and recommendations; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision by assigned management of supervisory staff. No supervision of staff is exercised.

CLASS CHARACTERISTICS

This class is used for training purposes in the field of public administration and in the specific operation of Town departments. Incumbents are assigned to perform projects which both help the Town achieve its objectives and provide the Intern with on-the-job exposure to municipal government processes, projects, programs, and issues. This class is distinguished from the Office Assistant in that the latter performs a variety of office, clerical, and administrative support and requires applicable work experience.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a wide variety of administrative, project-related, and department-specific assignments to assist a Town department or division and to receive on-the-job exposure to municipal government issues.
- Performs a variety of clerical or technical tasks in support of Town programs; answers phones and assists the public.
- Researches, writes, and presents reports and recommendations on a variety of municipal government topics.
- Assists in the coordination of data and materials for the department.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records and files.
- Makes copies; collates materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
- Maintains a variety of records and files.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of municipal government management.
- Basic budgetary methods and practices.
- Research and report preparation methods and procedures.
- Basic principles and procedures of record keeping.
- Modern office procedures, methods and computer software and hardware.
- English usage, spelling, grammar, and punctuation.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Perform administrative and secretarial support work with accuracy, speed, and minimal supervision.
- Provide varied secretarial and office administrative work requiring the use of tact and discretion.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic and other requests and interruptions.
- Compose correspondence and reports from brief instructions.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- File materials alphabetically, chronologically, and numerically.
- Organize own work, coordinate projects, and set priorities.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, and prudence within clearly defined policy and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and current enrollment at an accredited four-year college or university, or graduate student status at an accredited college or university with major coursework in public administration or a closely related field. No experience required.

License:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter

and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.