

INTERN

DEFINITION

Under close supervision, performs a range of paraprofessional or technical work, which may be more specific based on department assignment and area of study.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from a Supervisor or designee. Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

The Intern position is intended to provide participants with practical work experience. Incumbents perform paraprofessional or technical duties (related to coursework or field of interest), as well as some limited fieldwork. This position is at will and limited in duration.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

May include but not limited to the following depending on the internship assignment:

Performs various tasks in support of assignment area, such as budget, accountancy, information technology, personnel, engineering, planning, and general office work.

Conducts surveys over the phone or in the field.

Conducts research via internet and/or in the field using standard reference materials, interviews, and field observation.

Responds to requests for information and access relevant files.

Assists in the compilation and interpretation of statistical and other types of information.

Prepares administrative memos, violation notices, and/or informational material for use by administrative or other staff.

Reads, understands and interprets regulations, ordinances, laws, departmental policies, rules and instructions related to public nuisance/abatement.

Assists administrative staff with scheduling of meetings and conference room reservations, data-entry, mail handling, shredding, filing, logging information, fingerprint scheduling, document scanning, answering phones, completing routine forms and inquiries, ordering office supplies, and other general clerical duties.

Operates standard office equipment such as copiers, printers, laptops, desktop computers, calculators, shredders, and/or other office equipment.

Assists with various human resources functions, including recruitment, risk management, training and/or labor negotiations.

Provides general accounting support by collecting and processing payments and providing cost estimates.

Collects payments over the counter and through the mail; balances cash drawer and prepares deposits; prepares daily cash activity report.

Assists customers at reception desks and/or public counters.

Responds to customer service calls to assess needs and de-escalate complaints.

Assists in grant writing efforts.

Assists in the preparation of layout and graphic design work, including logos, reports, flyers, brochures, and/or other applicable items; prepares submitted jobs and digital files for production; operates a variety of equipment such as high speed copiers, collators, paper cutters and drills, folders, wide format and bindery equipment, and postage machines.

Assists with various software programs and/or applications, such as Accela, Rec Trac, POS systems, and GIS.

Assists employees in the troubleshooting of technology issues and/or projects.

Utilizes GIS desktop tools, assists with development, updates and publishing of mapping applications and maps, performs data collection and analysis, or assists with the writing and maintaining of reports and programming of database reports, forms and queries.

Assists with the installation and maintenance of end-user computer operating systems and applications software or hardware; Assists with administering network functions such as restoring printer services, logon procedures, file management, maintenance of the City's email, and problem call tracking; Records trouble calls into the problem tracking system and provides follow-up support through resolution.

Receives training on and assists with monitoring of Cybersecurity system dashboards and alerts; utilizing Open-Source Intelligence tools to verify threat information and severity; generating reports on threat intelligence; and editing and updating existing

Intern

Page 3

block lists based on current Cybersecurity intelligence.

Receives training on and operates and maintains mechanical equipment at the water treatment facilities, which includes but is not limited to chemical feed systems, water pumps, and mixers.

Receives training to control the treatment of wastewater through the operation of pumps, motors, and valves utilizing manual, automatic and programmable systems.

Receives training and utilizes a local area computer network and distributed control system in the routine operation and monitoring of the treatment facility and the collection and maintenance of plant operational data.

Receives training on and operates and maintains mechanical and/or light equipment and/or uses various hand tools at City facilities.

Receives training on and performs minor routine cleaning, maintenance and repair on cars, trucks, and buses, including but not limited to, changing tires and replacing accessories, such as light bulbs, fan belts, air filters, and windshield wiper blades.

Receives training on and performs general, preventative, and repair maintenance on equipment and related duties at various City facilities.

Performs a variety of duties involving manual labor in the operation, maintenance, and cleaning of City buildings, equipment, facilities and property.

Assists in minor repairs and maintenance of vehicles; assists in washing, loading, and unloading vehicles.

Assists other maintenance personnel performing skilled operation, maintenance and/or construction of City equipment and facilities.

Assists with various general engineering functions including design, special projects and/or traffic operations.

Receives training on and provides general custodial or janitorial services, grounds keeping, general light or heavy manual labor in construction and building maintenance of City parks and facilities, inspection, modify and/or repair of irrigation systems, graffiti removal or other labor-related duties.

Assists with event coordination, media and marketing, and public outreach.

Assists with the coordination of special events and programming, such as camps, mobile science, youth development and community services activities; Assists staff with program implementation and monitoring.

Assists with plan reviews and/or fieldwork to support City planning projects.

Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

May include but not limited to the following depending on the internship assignment:

Knowledge of:

Basic research methods and sources.

Report writing techniques.

Standard office practices and procedures.

Local geography including the location of streets, public buildings, and other public facilities.

Computers, networks, software and communications systems.

Tools and equipment used in the maintenance of cars, trucks, buses, and other equipment.

The use and care of mechanical equipment and of the tools, practices, and precautionary requirements involved in the building trades.

Skill/Ability to:

Perform routine work including maintaining records and preparing reports.

Read, understand and interpret regulations, ordinances, laws, departmental policies, rules and instructions.

Assess and provide support to the preparation of programs based upon community needs.

Read and interpret engineering maps and records.

Understand and complete simple check lists, supply forms, product labels,

