

## **CITY OF ROHNERT PARK INTERN**

# **DEFINITION**

Under general supervision, provides a variety of services in the support of the City of Rohnert Park and performs related duties as assigned.

# **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned Supervisor.

# **CLASS CHARACTERISTICS**

Work will generally be in line with the Intern’s program of study. This classification will provide support of an assigned department including, but not limited to:

* City Council Office – Public Policy
* Administrative Services
* Public Works
* Finance
* Information Technology
* Human Resources
* Development Services
* Public Safety

# **EXAMPLES OF TYPICAL 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.*

* Fulfills tasks assigned by supervisor;
* Responds to requests for information and provides necessary customer service to members of the community, business organizations, and other City employees;
* Answers phones, greets members of the public and provides referrals to the appropriate departments or agencies; assists with general clerical duties;
* Assists in the preparation of analytical reports, agenda reports, briefings, proclamations, recognition certificates, letters, meeting minutes, records, ordinances, and resolutions for review by City staff;
* Independently researches and prepares position papers, public policy documents, grant proposals, instructions, notices, general rules or operating procedures, and additional documents;
* Assists in preparing organizations budgets, accounting systems, spreadsheets, or maintaining accounting records;
* Conducts audits, program evaluations or surveys as a team member or individual basis and submits results to City staff;
* Analyzes currently organizational systems and procedures and provides realistic recommendations to enhance organizational service delivery, communications or effectiveness;
* Performs other related duties as assigned.

**In performing the duties described above, the Intern is expected to:**

* Provide outstanding and friendly customer service.
* Create and maintain a respectful and collaborative working environment.
* Communicate honestly and behave in a manner that is ethical, legal and fiscally responsible.
* Demonstrate care for the organization, customers, and coworkers.
* Perform work of the highest quality possible.
* Practice and encourage initiative and innovation to improve the workplace.

# **QUALIFICATIONS**

**Knowledge of:**

* Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
* The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
* Modern equipment and communication tools used for business functions and program, project, and task coordination.
* Computers and software programs to conduct, compile, and/or generate documentation.

**Ability to:**

* + Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
	+ Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
	+ Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
	+ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
	+ Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
	+ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
	+ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
	+ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

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

Graduation from high school or the equivalent with current enrollment in a post-high school accredited academic, training, or technical institution.