



City of Kingman

Job Description

Classification: Student Intern

Department: Various

Accountable To: Various

Created/Revised Date: April 2016

FLSA Status: Non-Exempt **Salary Grade:** Part Time **Band:** A **EEO4:** 6

GENERAL DESCRIPTION OF POSITION:

The primary function of an employee in this class is to assist various offices of the City through performing entry level duties in order to obtain training and gain knowledge for several professions throughout the City (i.e., Financial Services, Accounting, Public Works, etc.). Performs assigned duties to acquire knowledge of methods, procedures and standards of the office and profession. Assignments serve to offer practical experience and broad exposure to the City's organization structure and the profession in which the student is or may be pursuing. Incumbents in this classification are considered to be part-time while completing high school, college or graduate program. In this classification, students are provided an opportunity to gain practical career experience while completing their required high school curriculum or college/graduate program/degree.

SUPERVISION RECEIVED:

Works under the general supervision of assigned staff member/supervisor.

SUPERVISION EXERCISED:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES: Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

Specific activities and duties vary by assignment and a general listing of student intern duties and responsibilities are listed below; however, departments may provide the student intern with a listing of specific assignments. A wide range of high school curriculum or college majors may be considered based on needs and availability of assignments within department which may include Accounting, Business Administration, Criminal Justice, Development Services, Engineering, Financial Services, Human Resources, Public Works, Recreation, etc.)

- Provides staff assistance to various department/divisions of the City government; tasks will vary based on assignment.
- Gathers and organizes data to provide information for department assignments, special projects or reports.
- Assisting in preparing written reports.
- Accompanies/shadows department employees on assignments; Assists in performing department employee functions as trained and assigned.
- Contacts or conducts interviews/surveys with clients or City personnel to obtain basic information for departmental use.
- Contacts other City departments or outside agencies by phone to request or give information and other related duties as assigned.
- Conducts special studies and research in conjunction with a project and assignments, analyzes data and makes

recommendations based upon studies.

- Provides information and assistance to the general public and other governmental agencies.
- Prepares project reports, progress summaries, statistical analysis, and related data.
- Analyzes, generates and maintains records and other reference material necessary for departmental use.
- Answers and makes phone calls, responds to program related questions and follows-up with written material as appropriate.
- Composes, types and prints reports, general letters, spreadsheets, e-mail, and memoranda from rough drafts or general instructions, involving the assembly of data from computer and paper file or record sources.
- Utilizes current city-wide and/or department specific software to complete assignments.
- Communicates with the general public, other City employees, management and public officials in order to research administrative or operational problem areas, conducts surveys and reports recommendations and results.
- Analyzes procedures, drafts studies, reports and/or manuals to report findings and propose solutions to administrative problems, or makes recommendations for improvement.
- Designs and revises forms for records and reports.
- Attends related training sessions, various meetings, citizen committees and citizen boards and commissions, as directed.
- Provides support and assistance to other personnel by receiving phone calls, answering questions, assisting visitors and customers, and performing other office duties.
- Provides administrative support by assisting in developing goals and strategies, writing memos and correspondence, developing forms, maintaining databases and records, evaluating websites, holding meetings, tracking invoices, producing reports, developing policies and procedures, coordinating training, assisting with presentations, developing and assisting with meetings and explaining equipment usage.
- Some assignments may call for providing assistance and conducting research projects and field related activities: conducting asset inventory, document and specification preparation, traffic counts, energy and water audits, compilation of training/education materials, and other related research and field assignments.
- Analyzes procedures, and recommends improvements.
- Assists supervisors in development and implementation of new programs or procedures.
- Performs other assigned duties that contribute to management objectives and at the same time contribute to the employee's career development.
- Provides excellent and proficient customer service to both internal and external customers.
- Communicates and acts in a professional manner with the public, co-workers, and work contacts.
- Regular attendance is an essential function of this job to ensure continuity.
- Performs all work duties and activities in accordance with City policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.

Peripheral Duties:

- If 18 yrs of age or older, may operate a city vehicle to run errands and attend to assignments.
- Performs other duties as required.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

Student Intern – High School

- Senior in high school – with enough credits to qualify for early release (reduced daily schedule).
- Sufficient education, training and experience in utilizing Personal Computers and software applications (Microsoft products preferred).
- Coursework in Business English, Accounting, Business Administration, Records Management desirable.
- Any combination of education, experience and training which demonstrates the knowledge and experience to perform the duties and responsibilities of the position.

Student Intern – College

- Current enrollment in an accredited college or university to be classified as a freshman or sophomore status with less than 56 credit hours completed, or
- Current enrollment in an accredited college or university and completion of 56 semester credit hours to be classified as junior/senior status, or
- Current enrollment in an accredited college or university in a graduate degree program, and

- Sufficient education, training and experience in utilizing Personal Computers and software applications (Microsoft products preferred).
- Any combination of education, experience and training which demonstrates the knowledge and experience to perform the duties and responsibilities of the position.

Knowledge:

Working knowledge of Business English, spelling, grammar and punctuation. Basic knowledge of modern office practices, procedures and equipment to perform office functions in an efficient manner; Microsoft Office products and other relevant technologies. Principles and practices of public or business administration or management; research techniques, methods and procedures; Structure and dynamics of municipal government; Area of expertise/course of study for the department to which the intern is assigned.

Skills:

Skill in the effective, safe operation of listed tools and equipment; Utilizing computer hardware and software to accomplish work assignments (i.e., Microsoft Office) and demonstrating proficiency to update documents, spreadsheets, and databases; Working productively in a team environment; Providing customer service.

Abilities:

Ability to: Keep and maintain complete and accurate manual and electronic recordkeeping and filing systems; Work with frequent interruptions; Understand and follow written and oral instructions; Establish effective working relationships with other City employees and the public; Work independently and to complete daily activities according to work schedule; Maintain regular attendance and recognize attendance as an essential function of this job to ensure continuity; Communicate effectively both in writing and verbally; Work without constant supervision; Maintain confidentiality; Provide thoughtful and thorough analysis; Listen and communicate effectively with a diverse group of people; Complete OSHA/Safety training as required; Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar; Learn job-related material primarily through oral instruction and observation which takes place mainly in an on-the-job training setting; Performs arithmetic calculations (adding, subtracting, multiplying, dividing, using percentages, averages and statistics) rapidly and accurately; Works cooperatively with other City employees, elected officials, agents or other governmental entities and the general public.

Special Requirements:

- Some intern placements may require possession of a valid Arizona resident driver's license
- Some intern placements may require ability to pass an extensive law enforcement background investigation.

WORK ENVIRONMENT:

The work environment characteristics attached to the job description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. - See Physical Demands Form

EXPECTED BEHAVIOR/QUALITY OF SERVICES:

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

Commitment – Dedicate oneself to consistent and excellent public service.

Innovation – Implement unique, creative and cost-effective solutions.

Communication – Communicate in a positive, honest and productive manner.

Integrity – Adherence to high ethical standards.

Diversity – Promote inclusiveness and impartiality throughout the organization.

Personal Responsibility – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

Respect – Demonstrate a high regard for others, support each other.

Teamwork – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

All City employees are expected to conduct themselves consistent and in support with the above values.

SELECTION GUIDELINES:

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

EMPLOYEE SIGN OFF:

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____