



Office of Human Resources
Professional Administration Intern - TA3181
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General Statement of Duties

Performs intern-level supervised work in a professional field such as business, marketing, budget, accounting/ auditing, human resources, or community development. This position generally performs duties such as preparing reports, communications, auditing, public relations, research, data analysis, or other responsibilities.

Distinguishing Characteristics

The performance of this class is guided by the application of a learned knowledge outside of established procedures. This class is distinguished from the Professional Technical Intern which applies theoretical and technical aspects in fields such as science, technology, engineering or mathematics. This class is distinguished from the Field Intern which applies theoretical and technical aspects primarily outside in fields such as horticulture, ecology, natural resource management, arboriculture, and landscape design. This class is distinguished from the Trades and Vocational Intern which performs duties such as mechanic, plumber, electrician, HVAC, carpentry, health care, com-puter technology, and office management.

Level of Supervision Exercised

None

Essential Duties

Trains in the theoretical and technical aspects of the professional field and learns and applies work procedures and policies related to the assignment.

Trains in and assists in the performance of duty assignments within clearly defined parameters, restricted in complexity, scope and level, and under close supervision.

Communicates with employees and the public to receive and relay factual information and to facilitate public relations.

Trains in and prepares various reports and other documents in accordance with specified requirements, guidelines and supervisory instructions.

Under normal supervision, applies work procedures and theoretical and technical aspects relevant to the professional field to the completion of assigned portions of a project.

Attends meetings, conferences, or other educational classes and participates in training offered by the City and applies information to work assignment.

By departmental or professional field assignment, trains in and performs research, data verification, interpretation and analysis, formulates preliminary recommendations, and develops reports, which may involve statistical analysis.

By departmental or professional field assignment, trains in and assists with interviews, investigations and other field work to collect and/or verify information and documents findings.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Learning - Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

None

Education Requirement

Current enrollment in an accredited college program leading to a certificate, licensure, associates, bachelor's, or higher degree in, or a recent graduate (completed specified program within 1 year of completion).

Experience Requirement

None

Education & Experience Equivalency

No substitution of experience for education is permitted.

Licensure & Certification

By position, may require a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Depth Perception: ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: performing work through the use of two or more.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.

Physical Strength: exerts maximum muscle force to lift, push, pull, or carry objects and performs moderately laboring work.

Repetitive motions: Making frequent movements with a part of the body.

Sitting: remaining in the normal seated position.

Standing: remaining one one's feet in an upright position.

Walking: moving about on foot on uneven surfaces.

Written Comprehension.

Background Check Requirement

Criminal Check

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: A-413

FLSA Code: N

Established Date: 8/18/2019

Established By: SO

Revised Date:

Revised By:

Class History: