**General Statement of Duties**

Performs intern-level/trainee work in a professional field performing supervised duties such as budget, personnel, community development, accounting/auditing, or information technology. Maximum length of service in training class: 2 years.

**Distinguishing Characteristics**

This is the second class of a three-level series. The performance of this class is guided by the application of learned field knowledge outside of established procedures. This class is distinguished from the Professional Occupations Intern III which applies theoretical and technical aspects of the professional field.

This class is also distinguished by the following factors:

**Guidelines, Difficulty and Decision-Making Level**

Guidelines are generally numerous, well-established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions. Duties assigned are generally repetitive and restricted in scope, but may be of substantial intricacy. Employee is primarily concerned with the application of standardized practices. Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Employee prepares recommendations for problems that are not covered by guidelines or are without precedent and presents these to the supervisor. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

**Level of Supervision Received & Quality Review**

Normal supervision.

**Interpersonal Communication & Purpose**

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

**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 a college program leading to a Bachelor's specific to the departmental and/or work assignment.

Continued enrollment in a college program is condition of employment with the City.

### Experience Requirement

None
Education & Experience Equivalency

No substitution of experience for education is permitted.

Licensure & Certification

By position, requires a valid Driver’s License at the time of application.

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

Working Environment

Potential exposure to cold weather conditions (indoor/outdoor).
Potential exposure to conditions that affect the skin or respiratory system.
Potential exposure to noise from barking dogs.
Potential exposure to odors in animal areas.
Potential exposure to odors in kitchen and animal areas.
Noise: sufficient noise to cause distraction.
Occasional pressure due to multiple calls and inquiries.
Personal Safety: aware of surroundings, people, and events.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to: traffic, roadways, and pedestrians.
Temperature Changes: Variations in temperature from hot to cold when works in the field.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

Handling: seizing, holding, grasping, or otherwise working with hand(s)

Background Check Requirement

Criminal Check
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: X-000
FLSA Code: N
Management Level: 10
Established Date: 12/14/2018
Established By: Lori Schumann
Revised Date: 6/11/2019
Revised By: Ryland Feno
Class History:
6/11/19 - Updated working environment verbiage.