



CITY OF ALBANY INTERN

Under supervision, assists, participates in, and performs various administrative and basic analytical duties for various City departments; prepares and maintains a variety of documents; performs a variety of administrative and clerical duties relative to assigned area of responsibility; and performs related work as required.

The objective of the City of Albany's internship program is to provide a meaningful training ground for individuals to gain work experience and to increase their ability to compete in the workforce in entry-level positions.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from assigned supervisory or management personnel. Exercises no direct supervision.

Class Characteristics

Positions in this class have little to no directly related work experience. This position is utilized within various Departments of the City and work under immediate supervision while learning and performing the basic job tasks required of the job. Incumbents are expected to develop and demonstrate progressively increasing skills and independence of action as they gain experience and proficiency in their occupation.

Examples of ESSENTIAL 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.

- Performs administrative and basic analytical duties for various City departments including assisting the professional staff as needed.
- Participates in routine projects and research in a variety of areas.
- Researches and evaluates data and presents facts, conclusions, and recommendations clearly and concisely to department staff, other City departments and agencies, and to the general public.
- Participates in the development and/or revisions of manuals, policies and procedures.
- Conducts and participates in a variety of department studies and special projects including operational and procedural studies, service demand studies, and capacity studies.
- Compiles statistical data; provides recommendations regarding operational and service improvements; conducts quality control for imaged documents.
- Utilizes various computer applications and software packages; enters data; creates and updates databases and spreadsheets; maintains and generates reports from a database or network system.
- Responds to requests for information from outside agencies and organizations including surveys.
- May assist with updating the City's website.
- Operates a variety of office equipment including copiers, scanners, facsimile machines, and computers.
- Performs related duties as assigned.

Knowledge of:

- Principles, practices, and methods of administrative and organizational analysis.
- Public administration policies and procedures.

- Effective business communications.
- Correct English usage, including spelling, grammar and punctuation.
- Research techniques, methods, and procedures and report presentation.
- Internet web site practices, methods and techniques.
- Basic principles and practices of report preparation.
- Pertinent federal, state, and local codes, laws, and regulations.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Ability to:

- Provide responsible administrative and basic analytical support to assigned area.
- Learn operations, services, and activities within the area of assignment.
- Participate in various administrative support functions.
- Formulate hypotheses and develop conclusions and prepare reports.
- Learn and effectively utilize various software applications.
- Utilize good judgment in analyzing situations carefully and adopting effective courses of action.
- Gather, organize, compile, and summarize data.
- Understand and follow oral and written directions.
- Read and interpret data, information, documents, policies, and procedures.
- Perform arithmetic and basic math and use mathematical reasoning.
- Learn and apply new information or skills.
- Work under deadlines with constant interruptions.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

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:

Must be a junior, senior or a graduate student in college, or must have a Bachelor's degree or Master's Degree from an accredited college or university with major course work in public administration, business administration, or a related field.

Licenses and Certifications

Valid California Driver's License.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects typically weighing less than 20 pounds.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.