



Code: 0407

Family: Clerical and Office Administration
Service: Administrative
Group: Clerical, Accounting and General Office
Series: General Clerical

CLASS TITLE: PUBLIC SERVICE INTERN

CHARACTERISTICS OF THE CLASS

The Public Service Intern Program is a non-paid program for students looking to acquire valuable work experience as well as academic credit while working in the public sector and specifically in city government.

Students who participate in this program do so to satisfy degree requirements. Duration of the internship is generally a semester or a quarter. Students who are majoring in any discipline or field of study are encouraged to apply. Work hours are flexible to meet the needs of students and city departments. City of Chicago residency is not required for these positions.

ESSENTIAL DUTIES

- Assigned duties specific to the operational needs of the operating department where internship is performed
- Perform various administrative functions to support program activities
- Compile, tabulate and analyze statistical data, and research and collect information for inclusion in studies and reports
- Prepare drafts of policy recommendations
- Use various software packages to type documents, create spreadsheets and maintain databases;
- Provide general information, explain program requirements to applicants and review and process applications for programs and services
- Maintain records and prepare work reports ; perform various office clerical functions
- Participate in the organization, set-up and administration of special events and program activities
- Perform related duties as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Must be a current college level junior, senior or graduate/law school student in good academic standing, enrolled in an accredited four year college or university offering a baccalaureate OR a graduate degree program OR an accredited law school, with a minimum cumulative grade point average of 2.5 on a 4.0 grading scale or a 3.5 on a 5.0 grading scale.
- Students must maintain the required GPA throughout the duration of their internship
- Must be enrolled in school with a minimum of 6 credit hours (or quarter hour equivalency) throughout the duration of internship, with the exception of academic breaks, i.e. summer
- Must have knowledge of Microsoft Office Applications – Word, Excel and Power Point

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- administrative and clerical methods and procedures
- City government programs and services
- applicable computer software packages and applications

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

City of Chicago
Department of Human Resources
September, 2012