



## **CITY OF MALIBU**

### **STUDENT INTERN**

Class Description

July 2013

FLSA: Non-Exempt

#### **DEFINITION**

Under general supervision, provides a variety of office support activities to various City offices, which may include word processing, data entry and organization, telephone and counter reception, record keeping, report preparation and filing; provides information and assistance to the general public; performs related work as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct and general supervision by supervisor or manager within the department to which assigned. No direct supervision of staff is exercised.

#### **CLASS CHARACTERISTICS**

Initially under close supervision, incumbents with basic office support skills learn and perform the more routine office support duties for the assigned department. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied and are performed under more general supervision.

#### **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.*

- Receives and screens visitors and telephone calls; takes messages, directs visitors and callers to the appropriate office or person; provides information to City staff, other organizations, and the public regarding City and departmental activities and functions, requiring the use of judgment and the interpretation of policies, rules, procedures and ordinances
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones
- Organizes and maintains various administrative, confidential, reference, and follow-up files, following an established filing system; researches and compiles information from such files and purges files as required; conducts data entry
- Attends to a variety of office administrative details such as opening and distributing mail, preparing outgoing mail, transmitting information, arranging for equipment maintenance, maintaining supplies and tickler files, maintaining appropriate records, and making copies
- Prepares correspondence, reports, forms, receipts, vouchers, and specialized documents related to the department to which assigned from drafts, notes, brief instructions, corrected copy, or dictated tapes using a word processor or computer with form templates
- Proofreads materials for accuracy, completeness, compliance with departmental policies,

- formatting, and correct English usage, including grammar, punctuation and spelling
- Maintains a variety of City support activities including passport-processing functions
- May collect and account for fees and other monies collected
- Performs other duties as assigned

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions
- Codes, regulations, policies, technical processes and procedures related to the department to which assigned
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment
- Computer applications related to the work, including word processing, database and spreadsheet applications
- Records management principles and practices
- Business arithmetic and basic statistical techniques
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone

### **Skill in:**

- Providing varied and responsible secretarial and office administrative work requiring the use of independent judgment, tact and discretion
- Responding to and effectively prioritizing multiple phone calls, walk-up traffic and other requests/interruptions
- Interpreting and implementing policies, procedures, technical processes and computer applications related to the department to which assigned
- Analyzing and resolving office administrative and procedural concerns
- Composing correspondence and reports independently or from brief instructions
- Establishing and maintaining records for the assigned department
- Making accurate arithmetic and basic statistical calculations
- Organizing own work, coordinating projects, setting priorities, meeting critical deadlines and following-up on assignments with a minimum of direction
- Making process improvement changes to streamline procedures
- Operating modern office equipment including computer equipment and software programs
- Using English effectively to communicate in person, over the telephone and in writing
- Using initiative and independent judgment within established policy and procedural guidelines
- Establishing and maintaining effective working relationships with employees and those contacted in the course of the work

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying.*

**High School Interns:** Must attend a local area high school. Applicants under the age of 16 will be required to provide a valid work permit.

**College Interns:** Must be enrolled in an accredited college or university in pursuit of a bachelor's degree.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. This is primarily a sedentary office classification although standing in work areas 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. Positions in this classification occasionally lift and carry reports and records that typically weigh 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.