



City of Phoenix ADMINISTRATIVE INTERN (Non-classified)

JOB CODE 06000

Effective Date: 02/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide professional level staff assistance in the areas of research and analysis, procedural studies, and technical planning for a variety of general administrative or specialized technical projects in support of the objectives of the department to which assigned. Duties are appropriate to an area of competence suitable to the department concerned. The Administrative Intern is supervised by an experienced professional staff member; the degree of supervision varies with the complexity of work assignments and the experience of the Intern. Appointment to this class is for a period of time which is specified at the time of appointment. Recruiting for this class may be under a working title, such as Airport Intern or Sanitation Intern.

ESSENTIAL FUNCTIONS:

- Conducts studies of administrative or operational problem areas;
- Assembles and analyzes statistical data;
- Analyzes procedures, and recommends improvements;
- Designs new forms for records and reports;
- Assists supervisors in development of new programs or procedures;
- Represents department head at conferences and meetings, to the extent that authority is delegated;
- Supervises other employees, where that authority is delegated;
- Manages an organizational unit, when so directed;
- Performs other assigned duties that contribute to management objectives and at the same time contribute to the employee's career development;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and practices of office management.



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- Department goals, objectives, policies, and procedures.

Ability to:

- Communicate orally with customers, clients, and the public using a telephone, in a face-to-face, one-to-one setting, and in a group setting in the English language.
- Comprehend and make inferences from material written in the English language.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work under pressure (i.e., handling significant problems and tasks which come up simultaneously and/or unexpectedly and approaching deadlines).
- Operate keyboard devices such as calculators, PC, and CRT.
- Establish priorities for own workload based upon such factors as need for immediate action, work objectives and schedules.
- Exercise independent initiative and judgment.
- Work cooperatively with other employees and the public.
- Learn job-related material primarily through oral instruction and observation to effectively perform job duties. This learning takes place mainly in an on-the-job training setting.

Additional Requirements:

- For some intern assignments, certification by a professional association or some related undergraduate work experience, or both, may be required.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Bachelor's degree with major course work in the professional area for which internship is considered, or current enrollment in a bachelor's degree program related to the internship's professional area. Other combinations of experience and education that meet the minimum requirements may be substituted.