

## CITRUS HEIGHTS WATER DISTRICT

INTERN I  
INTERN II  
INTERN III

### DEFINITION

Interns may be assigned to any department or division within the District and will gain experience in technical, administrative, budgetary, operational and/or program planning work which may include performing a variety of administrative and/or field duties in support of department/division operations; providing general information and assistance to the public, District staff, and outside organizations and agencies; and performing a variety of project assignments and general office work typical of an intern/trainee position.

### DISTINGUISHING CHARACTERISTICS

Intern I – The Intern I level is for current high school students.

Intern II – The Intern II level is for high school graduates or students who are currently enrolled in college with coursework specific to the department with which the internship is available.

Intern III – The Intern III level is for students who possess a Bachelor's degree, are currently enrolled in, or have completed a post-graduate program.

### SUPERVISION RECEIVED AND EXERCISED

All levels receive close supervision from an assigned supervisor or manager.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Research, collect, compile and analyze information from various sources on a variety of specialized topics related to programs in assigned area.

Correspond with the public, businesses, and/or agencies via telephone, email, written letters and direct communication; provide informational and promotional printed material to the public, businesses, and local agencies.

Assist with the development or editing of printed material and web pages.

Maintain files; file copies of letters, memoranda, reports, and other materials and ensure compliance with records retention system procedures.

Maintain calendars of department activities, meetings, and various events; schedule District staff meetings or meetings between District staff and other groups or organizations; arrange for necessary materials to be available at meetings.

Type general correspondence, memoranda, contracts, bid packages, and reports from handwritten or typed notes.

Assist with data entry into databases and spreadsheets.

Assist or coordinate with mass mailing; make copies and collate materials.

Operate a variety of modern office equipment including copiers, computers, word processors, and printers to enter and retrieve data and produce various documents and reports.

May perform light fieldwork; set up equipment; and move materials from various locations.

Conduct field surveys and inventory studies for various District programs.

Read plans, maps, ordinances, laws and related documents.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Basic principles and fundamentals related to local government operating functions.

Office organization and procedures.

Principles and practices of filing and recordkeeping systems.

Concepts and techniques of customer service.

Correct English usage, spelling, grammar and punctuation.

Software applications including Microsoft Office.

Basic arithmetic operations.

Principles and practices of safety management.

Ability to:

Learn to work independently in the absence of immediate supervision.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Understand and follow oral and written instructions.

Learn, interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Perform general clerical work including maintenance of appropriate records and compiling information for reports.

Complete assignments in a timely manner.

Fulfill specified work hour commitments.

Demonstrate performance that is responsible, enthusiastic, timely, and hardworking.

Maintain, update, and ensure the accuracy of data such as fiscal and customer records.

Learn and apply customer service concepts and techniques.

Make mathematical calculations.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Learn to balance multiple work assignments of varying degrees of complexity.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Intern I

Experience:

No experience required.

Training:

No training required.

Intern II

Experience:

No experience required.

Training:

Equivalent to the completion of the twelfth grade.

Intern III

Experience:

No experience required.

Training:

Equivalent to the completion of a Bachelor's degree from an accredited college or university.

FLSA: Non-Exempt