

**POSITION TITLE:** Administrative Intern

POSITION SUMMARY:

The City of Crest Hill is seeking a motivated and service-oriented individual for its Administrative Internship. This part-time internship provides hands-on experience in local government and a chance to apply their academic knowledge while developing professional and administrative skills in public service. The City of Crest Hill's departments include Administration, Community and Economic Development, Finance, Police, and Public Works. The Intern will have an opportunity to engage with other departments in the achievement of City priorities through regular meetings, preparation of issue-related materials, participation in policy-level discussions, and receiving regular coaching from experienced local government professionals. This position may also be assigned and responsible for independent projects.

ESSENTIAL DUTIES:

- Provide administrative support for assigned City programs, projects and department initiatives.
- Assist City departments with research, data collection, and analysis related to various programs, services, and operational projects; present findings in informal and formal settings.
- Respond to customer service concerns in person, by phone, or email; research issues and assist in resolving concerns in accordance with City policies and procedures.
- Assist with review, update, and maintenance of the City's website.
- Assist with drafting print and digital content, press releases, and other community communications materials, in coordination with the City's designated communications firm and City departments.
- Support interdepartmental coordination by communicating professionally with City staff, elected officials, residents, vendors, and community organizations.
- Provide general office support, including preparing correspondence and meeting agenda items, and assisting with special projects.
- Attend various City Council regular and work session meetings, as well as advisory body, and/or other community meetings, as necessary.
- Learn and operate the City's audio and video systems during various meetings.
- Attend and work at various community events.
- Perform other duties as assigned.

ESSENTIAL SKILLS, KNOWLEDGE, AND ABILITIES:

- Basic knowledge of public and municipal administration and operations;
- Knowledge of local, state, and federal government organization and intergovernmental relations;
- Knowledge of Microsoft Word, Excel, Publisher, and Outlook as well as Adobe Acrobat, and the ability to learn other software as needed;
- Ability to communicate effectively both verbally and in writing, using complex sentences, proper punctuation, spelling and grammar;
- Ability to apply common sense understanding to carry out detailed instructions, prioritize multiple tasks and work independently or with a team, to meet deadlines;
- Ability to maintain composure, friendliness and respect in treatment of the public and co-workers;
- Ability to exercise professional diplomacy and maintain confidentiality;
- Ability to properly maintain and organize office files and records;
- Ability to acquire and apply thorough knowledge of City and Department policies and procedures;
- Ability to work in a sitting position for extended periods of time;
- Ability to perform repetitive arm, hand, and eye movements and frequently bend, squat, kneel, stretch, and use hands and fingers to handle equipment to perform duties;
- Ability to occasionally lift and/or move at least twenty (20) pounds with or without assistance; and
- Ability to operate tools and equipment consisting of, but not limited to: Telephone, facsimile, photocopier, printer, document scanner, personal computer, calculator, audio/visual equipment, motorized vehicles and equipment, and mobile phone.

EDUCATION AND EXPERIENCE:

Bachelor's degree from an accredited university, with acceptance and current participation as a full-time student in an accredited graduate program in public administration or closely related field of study. Valid driver's license or have the ability to obtain license prior to employment required. Candidates should be prepared to commit at least one year of service in the internship and work approximately between 20 and 24 hours per week, with schedule determined by agreed availability and operational needs.

COMPENSATION:

Anticipated Starting: \$18.00 -21.00 - Dependent on Qualifications.

Note: *The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*