



CITY OF CHINO

Management Intern

Definition:

Under general supervision, participates and receives training in a municipal government program by assisting in research activities in various fields such as finance, personnel, planning and general administration; performs specialized technical and routine administrative work; and does related work as assigned.

Class Characteristics:

The Management Intern is a multiple position, para-professional classification in the administrative series. Incumbents in this class learn and assist in conducting a variety of research and management related assignments. Typically Management Interns are college students interested in pursuing a career in the public sector. This class may be utilized in various City departments.

Essential Functions:

All Assignments

- Assist in performing research and analysis on administrative, fiscal, and operational matters as directed; prepare reports to summarize findings.
- Assist in compiling data and preparing reports in accordance with general guidelines.
- Assist in budget preparation, analysis, and administration; as directed, perform audits and/or maintain records of account activity; prepare projections of service volumes and related costs.
- Participate and assist in the preparation and revision of manuals and other administrative materials; provide administrative assistance in the implementation of new administrative procedures.
- May respond to routine inquiries and provide technical and administrative assistance to resolve complaints, or refer to appropriate authority.
- Operate a computer terminal to key data using Microsoft products including Word, Excel, Publisher, PowerPoint, Outlook or other software, perform file maintenance, and generate computer reports; may initiate or prepare correspondence in the performance of assigned tasks.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Assigned to Community Development

- Assist in research activities related to marketing, database management, and customer relations.

- Market the City through multiple media, including print, video, promotional items, fliers, brochures, social media, or other traditional forms of marketing.
- Attend or participate in tradeshow, events, luncheons, conferences and/or other customer relationship building opportunities.

Assigned to Human Resources

- Receive and review General Liability and/or Workers' Compensation claims for accuracy/completeness.
- Correspond with various third-party administrators to ensure accurate and timely responses are generated.
- Initiate or prepare various files and perform data entry.
- Participate on the City's Safety and Emergency Preparedness Committee and conduct research on various safety-related topics.
- Assist with recruitment and benefit related duties as assigned.
- Attend or participate in seminars/trainings related to Human Resources.
- Assist with providing front office coverage as needed.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. Incumbents will possess the most desirable combination of training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).
- Current enrollment with junior, senior, or graduate status in, or graduation from, an accredited college/university with substantial course work in business administration, public administration, or a related field.

Experience:

- Relevant/qualifying experience may be substituted for the required education on a year-for-year basis.

Working knowledge of:

- Methods and techniques of research, statistical analysis, and report preparation.
- Methods and procedures of budget preparation.
- Organization and functions of the assigned municipal department.
- General office procedures.
- Marketing/Sales and customer relationship building techniques (desirable for assignments in Community Development).

Skill in:

- Operation of a variety of office equipment.

Ability to:

- Learn to conduct research and prepare reports on a variety of subjects.
- Learn to maintain a variety of financial and statistical records.
- Understand, explain, and apply policies and procedures.
- Learn to analyze situations and resolve them through application of management principles and practices.
- Deal constructively with conflict and develop effective resolutions.
- Learn to coordinate activities with other City Departments.
- Learn to interpret financial statements and cost accounting reports.
- Operate a computer using a variety of software programs.
- Work efficiently.
- Understand and follow verbal and written directions.
- Establish and maintain cooperative working relationships with the community at-large, the City Council, and other public officials.
- Communicate clearly and concisely, both orally and in writing.
- Keep accurate records.
- Deal tactfully and courteously with internal and external customers.

Special Requirements:

- Depending upon assignment, possess a valid Class C California Driver License and a satisfactory driving record.
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I

Link to description [here](#)

Employee Unit:

Depending upon assignment, SBPEA Teamsters Local Union No. 1932 or Part-time/Temporary/Seasonal

Revised: 07/12/17

Replacing Management Intern classification specification dated 02/07/17.