



## City of Irving Job Description

### Graduate Intern

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| <b>FLSA Status:</b> | Non-Exempt | <b>Job Department:</b>         | Designated Department |
| <b>Job Code:</b>    | 9365       | <b>Reports To (Job Title):</b> | Designated Employee   |

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#### PURPOSE

Perform a wide variety of administrative, analytical and research support duties as assigned. Assist in the preparation of reports, data analysis, research, surveys and special projects. *If assigned to Census Outreach*, the position will also attend public events, distribute informational items, present to community groups, and solicit participation from key stakeholders.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Contribute to multiple projects involving data gathering and review, research, and updating statistics.
- Assist with development and analysis of major citywide surveys, which may include the resident, business, and employee surveys as well as point-of-service surveys, and subject-specific surveys as needed. End products will provide information to target audiences, such as the public, city council, city manager's office, and city departments. May assist with stakeholder focus groups as needed.
- Assist with the development of quarterly and annual performance measurement reports for the distribution to the public, city council, city manager's office, and city departments.

#### **If Assigned for Census Outreach:**

- Assist staff in planning and conducting Complete Count Committee (CCC) meetings, identifying outreach opportunities, developing event calendars, distributing fliers, mounting posters, and positioning yard signs at display sites.
- Persuade business owners and apartment managers to allow Census promotion materials to be displayed on their properties.
- Attend public events on weekends and evenings to promote the 2020 Census.
- Assist in coordinating and judging the 2020 Census student poster competition.
- Assist with documentation of program activities and outreach/performance measures.

#### **If Assigned to the Performance & Innovation Office:**

- Participate in the development and implementation of the city's performance measurement program; work with departments to revise and develop goals, objectives, measures, and performance targets.
- Participate in process improvement initiatives citywide related to revenue generation, cost reduction, increased efficiency and effective service delivery. Assist with the evaluation of work methods to recommend changes and develop procedures for implementing program changes.
- Assist with the development and continued support of a reporting framework that can be used to translate the strategic planning and business planning goals into measurable actions and workable plans. End products will provide information to target audiences which includes the public, city council, city manager's office, and city departments.

- Assist with studies involving a high level of research and analysis regarding the quality, responsiveness, efficiency, and effectiveness of all municipal operations, activities, and programs; assist with the preparation of reports and associated presentations and coordination of resulting changes to work systems and/or procedures. Work may include research and analysis of administrative, fiscal, staffing, and operational issues at the department level or citywide.

#### **OTHER DUTIES AND RESPONSIBILITIES**

- Design and update informational tools on the city website and employee intranet.

#### **SUPERVISORY RESPONSIBILITIES**

Supervisory responsibility is not a regular part of the position.

#### **FINANCIAL / BUDGETARY RESPONSIBILITY**

None.

#### **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

##### **EDUCATION**

- Must be currently enrolled in, or have completed within the past year, a graduate program with major course work in public or business administration or a related field.

##### **EXPERIENCE**

- No previous work experience required.
- *If Assigned for Census Outreach:* In addition to English, experience conversing in a second language *would be beneficial.*

##### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.

##### **KNOWLEDGE OF**

- Customer Service: Principles and processes for providing customer and personal services, including a desire to help customers regardless of their circumstances.
- Administration and Management (*If assigned to Innovation & Performance Office*): Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Budget Management: Developing plans and budgets; comparing them against actual activity.

- **Research Methodology:** Systematic methods and techniques for analysis, evaluation and assessment, as well as survey methods and instrument design.
- **Communication Principles:** Techniques and methods of communication, including alternative ways to inform and entertain via written, oral, and visual media.
- **English Language:** The structure and content of the English language, including the meaning of words and grammar.
- **Office Software:** Current word processing, presentation, spreadsheet, and database programs used by the City.
- **Statistical Principles:** Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.

## **SKILLS AND ABILITIES IN**

- **Accuracy:** Paying attention to detail in dealing with numbers, words, and ideas.
- **Active Learning:** Working with new material or information to grasp its implications.
- **Active Listening:** Listening to what others are saying and asking questions as appropriate.
- **Critical Thinking:** Using logic and analysis to identify the strengths and weaknesses of different approaches.
- **Complex Problem Solving:** Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- **Cooperation:** Establishing and maintaining positive working relationships with those contacted in the course of work.
- **Deductive Reasoning:** Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- **Inductive Reasoning:** Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- **Information Organization:** Finding ways to structure or classify multiple pieces of information.
- **Interactive Presentation:** Effectively presenting information to groups and responding to questions.
- **Reporting:** Researching, analyzing, and compiling data and preparing concise documents.
- **Research:** Conducting research including design and measurement, sampling and survey, and data handling by the use of computers.
- **Self-Management:** Working independently and (at times) with minimal supervision.
- **Service Orientation:** Actively looking for ways to help people.
- **Social Perceptiveness:** Being aware of the reactions of others and understanding why they react the way they do.
- **Time Management:** Managing time wisely to complete assignments on time.
- **Written and Oral Expression:** Communicating information and ideas in writing, as well as through speech, so others will understand. This includes preparing clear and concise oral and written reports, some of which may use pre-set formats.

## **GUIDANCE RECEIVED**

### **On-going Instructions and Range of Procedures**

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position. **Note:** At departmental prerogative, guidance may be more general in nature.

## CONTACTS

This position has contact with stakeholders, including resident, business, and employee groups as part of customer research and engagement, city management, department directors and key staff members. Occasionally, the position may make presentations to City Council and/or specific boards and commissions.

## EQUIPMENT AND PROPERTY

This position regularly utilizes a personal computer and printer, telephone, copier, and/or calculator.

*If Assigned for Census Outreach:* This position may require the use of the departmental car. In addition to the above, it will use folding tables, pop-up signs, camera, projection equipment, and may occasionally use microphones or other audio equipment.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

*If Assigned for Census Outreach:* The employee constantly is required to balance, grasp, handle, feel, lift up to 10 pounds, listen, see, sit, stand, talk, and/or walk. Frequently, s/he is required to carry, crawl, drive a vehicle, lift up to 50 pounds, kneel, pull/push, reach, and/or stoop.

*If Assigned to Innovation & Performance Office:* The employee constantly is required to listen, see, and/or sit. Frequently, s/he is required to grasp, handle, feel, reach, and/or talk. Occasionally, s/he is required to walk and stand.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

*If Assigned for Census Outreach:* Occasionally, the employee must work under improper illumination, extreme temperature or weather conditions, and/or in confining work spaces. On rare occasions, s/he encounters stress. Usually, the noise level is low to moderate, though exposure to loud music at events is to be expected. Because some work takes place at remote locations and/or public events, the location and nature will vary widely.

*If Assigned to Innovation & Performance Office:* The noise level in the work environment is usually low.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.