



December 2019
FLSA: NON-EXEMPT

COMMUNITY AFFAIRS INTERN

DEFINITION

Under immediate supervision, performs a variety of duties to support of the District's community affairs department's programs, including public outreach, water education, and water use efficiency programs. This internship is designed to be both educational and practical in gaining the necessary experience to be better prepared to work in the arena of community affairs.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate direction from the Community Affairs Manager. Exercises no direct supervision of staff.

TERM OF SERVICE

The term of the internship is limited to 960 hours per fiscal year (July 1st – June 30th). The intern and supervisor shall set a flexible schedule of 16-20 hours of work per week.

EXAMPLES OF TYPICAL JOB FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. 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 this class.

- Assists in implementing District's public outreach, water education, and water use efficiency programs. Tasks may include writing newsletter articles, participating in community events, developing District event displays, preparing mass mailings to select customer groups, updating of District Customer Service counter literature display, scheduling school site visits, distributing education materials, making classroom presentations, developing and reviewing landscape budgets, following up on landscape surveys, and promoting incentive and rebate programs.
- Assists with drought or water shortage including communications, outreach, and activities associated with water use restrictions.
- Assists in preparation of various public outreach, water education, and water use efficiency materials.
- Assists in review, analysis, and interpretation of data and information related to customer water use.
- Responds to customer requests regarding information on water use efficiency and water education programs and activities.
- Assists in presenting water use efficiency and water education programs to schools, civic organizations, homeowner associations, businesses, and other groups.
- Attends water education and water use efficiency coordination meetings, as assigned.
- Performs related duties or special projects as assigned.

QUALIFICATIONS

Knowledge of:

- General methods and techniques of research, statistical analysis, report preparation, budget preparation, and administration.
- Standard telephone, email, and facsimile (fax) communication techniques.
- Microsoft Windows, Microsoft Office (Word, Excel, Outlook, PowerPoint), Microsoft Publisher, Adobe Acrobat, and Google Earth. Additional desktop publishing, GIS, database, and photo editing software knowledge highly desirable but not required.
- Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
- Modern office methods and procedures.

Ability to:

- Organize, set priorities, take initiative, and exercise sound independent judgment within areas of responsibility.
- Work on simultaneous assignments with attention to schedules and deadlines.
- Maintain quality of work through attention to detail and accurate preparation of work product.
- Understand and follow written and oral instructions.
- Communicate clearly and effectively, both orally and in writing.
- Present professional image and communicate effectively with others.
- Establish and maintain highly effective working relationships with District management, staff, stakeholders, external agencies, the public and others encountered in the course of work.
- Interface with students of all ages (grades K-12).
- Organize and maintain complete and extensive office files and records.
- Operate a computer and word processing and spreadsheet software and other standard office equipment (phone, copier, and fax).
- Prepare clear, concise, accurate and complete documents, presentation, reports, publications, correspondence, records, and other written materials.
- Use a high degree of tact, diplomacy and discretion in dealing with sensitive situations and concerned individuals.
- Comply with the District's safety, health, and environmental policies

Education and Experience:

The position is designed to provide a current college student with two (2) years of college work at an accredited college or university (undergraduate or graduate level) or recent graduate from a four (4) year accredited college or university (within the last two years) with meaningful work experience to supplement their academic curriculum and enhance their future career development. Priority will be given to applicants who have substantial coursework in public or business administration, public relations, communications, environmental studies, water resources, or a closely related field. Experience working with students, educators, community groups, or the business community is preferred but not required. Candidate must possess the ability to read and write at a level required of assigned duties.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance policy may be required for certain assignments.

A letter of recommendation will be required from an instructor at the educational institution the intern is currently enrolled in or has recently graduated from.

Must have a current cumulative GPA of at least 2.5. (Student may submit copy of last grade report with cumulative GPA.)

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.