



Code: 0403

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: General Clerical

CLASS TITLE: STUDENT INTERN – HIGH SCHOOL

CHARACTERISTICS OF THE CLASS

The High School Internship Program is a nine (9) week summer program that provides High School juniors and seniors with valuable work experience in public sector/city government operations. The program provides an opportunity for students to explore future career possibilities as well as gain real-world work experience.

Interns may work up to a maximum of thirty-five (35) hours per week. These are temporary positions.

ESSENTIAL DUTIES

- Perform assigned duties specific to the operational needs of the operating department where the internship is performed
- Perform various office clerical functions including answering phones; retrieving and delivering files and records; typing and scanning documents; receiving, sorting and distributing mail and office supplies
- Compile and tabulate numeric data
- Perform data entry into a computer terminal from source documents
- Perform specific tasks under the guidance of staff to support program activities
- Provide general information regarding programs and services to the public
- Participate in the set-up and operation of special events and program activities
- Perform related duties as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Willing and able to perform the job duties
- Must be at least 16 years of age at the time of employment
- Must be a current High School student at the junior or senior level
- Must have a GPA equivalent to a “C” average or higher

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- Basic clerical methods and procedures
- Basic computer operations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

City of Chicago
Department of Human Resources
January, 2013