



Career Service Authority  
Professional Occupations Intern I

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### **GENERAL DESCRIPTION OF CLASS DUTIES**

Performs intern-level/trainee work in a professional field performing supervised duties such as budget, personnel, community development, accounting/auditing, or information technology. Maximum length of service in training class: 3 years

### **DISTINGUISHING CHARACTERISTICS**

This is the first class of a three level series. The class is distinguished from the Professional Occupations Intern II based on performance guided by well established procedures. The Level II and Level III intern perform duties outside of established procedures.

This class is also distinguished by the following factors:

#### ***Guidelines and Decision Making Level:***

Procedures, methods and techniques to be used are well established with options to be considered well defined. Detailed oral and/or written instructions are given during this training period. Duties assigned are primarily training or entry level, routine and restricted in intricacy with little or no discretion in how they are carried out and the work product is subject to continual review.

#### ***Level of Supervision Received and Quality Review:***

The supervisor makes specific assignments that are accompanied by clear, detailed, specific instructions. The employee consults with supervisor on matters not specifically covered in the guidelines.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

#### ***Level of Supervision Exercised:***

No supervisory responsibility.

## ESSENTIAL DUTIES

Trains in the theoretical and technical aspects of the professional field and learns and applies work procedures related to the assignment.

Trains in and assists in the performance of duty assignments within clearly defined parameters, restricted in complexity, scope and level, and under close supervision.

Communicates with employees and the public to receive and relay factual information and to facilitate public relations.

Trains in and prepares various reports and other documents in accordance with specified requirements, guidelines and supervisory instructions.

Under close supervision, applies work procedures and theoretical and technical aspects relevant to the professional field to the completion of assigned portions of a project.

Attends meetings, conferences, or other educational classes and participates in training offered by the City and applies information to work assignment.

By departmental or professional field assignment, trains in and performs research, data verification, interpretation and analysis, formulates preliminary recommendations, and develops reports, which may involve statistical analysis.

By departmental or professional field assignment, trains in and assists with interviews, investigations and other field work to collect and/or verify information and documents findings.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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## MINIMUM QUALIFICATIONS

### ***Core Competencies Upon Entry:***

**Flexibility** - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Integrity/Honesty** - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others, is trustworthy.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

**Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Reading** - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Reasoning** - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Writing** - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

### ***Core Competencies Upon Completion:***

**Manages and Organizes Information** - Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

**Oral Communication** - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

**Organizational Awareness** - Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

**Stress Tolerance** - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

**Technical Competence** - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

### ***Mental Demands:***

Mathematical Reasoning

Memorization

Oral Comprehension

Written Comprehension

***Working Environment:***

Work is primarily performed in an office setting, frequently at other locations for meetings and occasionally at outdoor work sites to conduct fieldwork.

***Education:***

Completion of six (6) credit hours of college and current enrollment in a college program leading to a Baccalaureate or higher Degree in professional field specific to the departmental and/or work assignment. Enrollment must be in a learning institute that is accredited through the Higher Learning Commission.

Continued enrollment in a college program is condition of employment with the City.

***Experience:***

None

***Equivalency:***

None

***Licensure and/or Certification:***

Some positions require possession of a valid Colorado Class "R" Driver's License at the time of application.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 05/16/2001

***REVISED DATE:*** 01/01/2007

***REVISED BY:*** Hameed Pousti

***CLASS HISTORY:*** This revision is to update the GSD & MQs to correspond with labor market & recruitment needs.