

CITY OF OVERLAND PARK POSITION DESCRIPTION

TITLE: Intern, Management
DEPARTMENT: City Manager
DIVISION: City Manager
REPORTS TO: Assistant City Manager
FULL-TIME: **PART-TIME:**

BAND/LEVEL: NE/00
JOB NO: INT925
DATE: 02/25/2016
FLSA STATUS: NE
COST CENTER: 121

TEMPORARY: X

REPLACES:

DATE:

JOB SUMMARY STATEMENT:

Works under the direction of the Assistant City Manager. Provides professional staff assistance to the City Manager, Mayor, Governing Body, Deputy City Manager, Communications Manager, and Assistant City Manager on a wide variety of administrative tasks. Coordinates biannual performance measurement program and internal employee survey. Assists with the City's annual citizen survey. Assists the sustainability task force as needed. Investigates and responds to citizen complaints. Conducts comprehensive analysis and prepares reports on a range of municipal policies, procedures and services. Performs other projects and duties as assigned.

DUTIES AND RESPONSIBILITIES:

1. Provides professional staff assistance to the City Manager, Mayor, Governing Body, Deputy City Manager, Communications Manager and Assistant City Manager on a wide variety of administrative tasks.
2. Coordinates biannual performance measurement program and internal employee survey.
3. Assists the Communications Manager with the annual citizen survey.
4. Assists the City's sustainability task force in sustainability efforts as needed.
5. Becomes familiar with operating and capitol budgets, personnel handbook/manuals, city operating procedures and procedures, and administrative policies.
6. Investigates and responds to citizen complaints. Contacts citizen or complainant to comprehend situation. Contacts appropriate staff members as necessary. Seeks and coordinates corrective action. Distributes information to management team and council regarding problems and solutions when appropriate. Follows up to assure issues are resolved.
7. Conducts comprehensive analysis and prepares reports on a range of municipal policies, procedures, and services.
8. Performs other projects and duties as assigned.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

Current enrollment in a Master of Public Administration degree program or graduation from a Master of Public Administration degree program within the last 12 months.

EXPERIENCE:

None.

SKILLS:

1. Good listening skills
2. Ability to work independently
3. Strong computer/internet skills
4. Proficient with Microsoft Office products
5. Strong verbal and written communication skills
6. Good organizational skills

MENTAL REQUIREMENTS:

1. Ability to process information quickly
2. Ability to interpret policies and procedures
3. Ability to interpret legislative documents, such as ordinances and statutes
4. Ability to work effectively in a multi-tasking environment
5. Ability to exhibit creative thought process
6. Ability to recognize and protect confidential information
7. Ability to analyze complex problems and recommend possible solutions
8. Ability to speak before the public

PHYSICAL REQUIREMENTS:

1. Hand and eye coordination adequate to input computer
2. Visual stamina and acuity adequate to review data daily and to spend long periods looking at computer screen
3. Ability to work in inclement weather
4. Ability to make and receive phone calls
5. Travel locally and outside of the state
6. Ability to sit and be attentive for extended periods of time
7. Ability to speak clearly and distinctly

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

None

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.