



Job Description

TITLE:	Intern—Administrative/Clerical	JOB CODE:	4950
DEPARTMENT:	Various	FLSA:	Non-Exempt
PREPARED:	September 11, 2018		
UPDATED:	August 31, 2020	LOCATION:	Varies

Summary: Under close supervision, serves as the primary contact to the public and county employees for inquiries and questions; performs a variety of clerical office, receptionist, and office assistance duties to create, store, retrieve and archive files and records; works closely with department personnel to complete daily tasks; and provides administrative clerical support to the overall operation of the department.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Provides courteous customer service, assistance, and direction to visitors.
- Assists customers with forms and department documents.
- Answers telephone in timely and polite manner: determines nature of the calls; responds to requests for information; takes and delivers messages or routes calls to the appropriate individual.
- Files all department documents in an efficient, accurate, and timely manner.
- Demonstrates ability to maintain confidentiality of department documents.
- Receives and distributes mail; delivers and picks up inter-office mail.
- Handles faxes and responds to e-mails in an appropriate and timely manner.
- Maintains files and related documentation as required.
- Utilizes department software to perform daily tasks and special assignments.
- Assists with ordering and/or picking up office supplies; assists in maintaining and updating office supply inventory.
- Provides administrative support and assistance to department personnel with special assignments.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of Microsoft Office computer software applications.
- Knowledge of basic operating functions of computer, typewriter, copier, scanner, multi-line telephone, printer, and facsimile machines.
- Knowledge of telephone etiquette and customer service.
- Knowledge of County policies and procedures.
- Skill in interpreting and applying a variety of instructions furnished in written or oral form.
- Skill in working independently or as a team member.
- Skill in communicating effectively, both orally and in writing.
- Skill in establishing and maintaining effective working relationships with County staff and the public.
- Skill in maintaining confidentiality and privacy.

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Education and Experience

- Must currently be a full time high school or college student.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports, may be required to lift and move 25 lbs., and may be required to file for extended amounts of time.
- May be subject to bending, reaching, kneeling and lifting to retrieve files, records, and reports.
- The noise level in the work environment is usually moderate.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee:	_____	Date:	_____
Supervisor	_____	Date:	_____
Department Head:	_____	Date:	_____