

## **Civicorps Administrative Intern Job Description**

**Job Title:** Administrative Intern  
**Department:** Academy  
**Reports To:** Pathway Manager  
**Prepared Date:** August 2021  
**Pay Rate:** \$16.36 per hour

### **SUMMARY**

Under the direction of the Pathways Manager, the Administrative Intern participates in the integration of the Corpsmember program within Civicorps and supports administrative staff. The Administrative Intern is responsible for providing support to the Compliance Coordinator, Recycling Department, Administrative Services Coordinator and the Pathways Manager as well as other Support Services staff.

The work schedule is Monday, Tuesday and Wednesday 9a.m. to 5:30pm Thursday and Friday 8:00 a.m. to 4:30

**ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.**

### **General Support for Administrative Staff:**

- Works closely with Cornelius Shields, Administrative Services Coordinator
- Provides coverage at front desk and is responsible for greeting guests, answering phones, directing calls and maintaining professional and welcoming environment.
- Initiates and maintains positive working relationships with all Civicorps staff.
- Has firm understanding of intake processes and program elements in order to communicate effectively with each caller and guest and to provide accurate information.
- With support of Finance staff, sorts incoming mail and meters outgoing mail.
- Understands basic copier maintenance and ensures paper is loaded in trays.
- Supports inventory and ongoing improvement of organization systems for office supplies.

### **Support for Recycling:**

- Works closely with Rosario Morales, Accounting and Customer Service Supervisor
- Resolves customer issues/ questions
- Answers recycling calls and emails
- Creates tasks using proper systems
- Communicates with recycling supervisors
- Updates and maintains accounts in smart sheets

### **Support for Compliance Coordinator:**

- Works closely with Brandy Burke, Compliance Coordinator
- Files important documents into the correct corpsmember files in a timely and accurate manner.
- Enters incident reports into the Corpsnet database.
- Ensure student and Intern files are in the appropriate locations, accounted for, and maintained alphabetically.
- Scans, uploads and makes copies of important and confidential information as requested of Compliance Coordinator.
- Supports Compliance Coordinator with basic AmeriCorps file maintenance and ad-hoc projects.

## **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities except as regards to managing groups of students.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE REQUIRED**

High School Diploma or GED; experience using Word, Excel, Internet, Email.

**Required Qualifications:**

- Excellent attendance and punctuality.
- Good customer service skills and phone etiquette
- Exceptional self-management skills, including ability to multi-task, set priorities and timelines to meet multiple goals.
- Good public speaking skills and experience.
- Good organizational skills and attention to detail.
- Good written and verbal communication skills.
- Desire to work with diverse staff and participants.
- Ability to take initiative and work independently to handle confidential and time-sensitive matters.
- Computer proficient and comfortable with acquiring new technology skills.

**Additional Qualifications:**

- Enthusiasm and commitment to participating in a cooperative effort to serve corpsmembers and staff with commitment to vision, mission, and guiding principles of Civicorps.
- Sense of humor, high ethical professional standards, multi-cultural perspective and deep enjoyment of helping young adults to learn.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Valid California Driver's License with a clean DMV printout is preferred.

**TO APPLY**

Resume and cover letter should be sent to [Yvette.arroyo-agredano@cvcorps.org](mailto:Yvette.arroyo-agredano@cvcorps.org).