

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Administrative Intern

Definition

Under immediate supervision on an internship appointment basis, performs a variety of tasks to assist administrative and/or technical program managers in the development of data and documentation to meet organizational and program objectives, as well as to meet the goals of the educational program in which enrolled; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Assists departmental officials to meet agency goals by performing a variety of tasks.

Studies management and or technical programs to become familiar with methods and procedures and makes recommendations for improvements.

Prepares and collects materials and reports in the assigned specialty by analyzing and evaluating routine statistical data and survey information.

Confers with representatives of state agencies, private businesses, and/or the general public to obtain survey information or statistical data.

Works in a variety of departmental areas to gain exposure to different situations and problems of varying scope and complexity.

Prepares oral and written reports to support conclusions and recommendations for resolving problems.

Competencies Required

Knowledge:

- Clerical Procedures – Administrative and clerical procedures and systems including word processing, managing files and records, stenography, writing in shorthand or taking dictation, and transcription, designing forms, and/or other office procedures and terminology.
- Customer and Personal Service – Principles and processes for providing customer and personal services including assessing customer needs, meeting quality standards for services, and evaluating customer satisfaction.

Abilities:

- Written Comprehension – Read and understand information and ideas presented in writing.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Speech Recognition – Identify and understand the speech of another person.

- Written Expression – Communicate information and ideas in writing so others will understand.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension – Understanding written sentences and paragraphs in work-related documents.
- Speaking – Talking to others to convey information effectively.
- Service Orientation – Actively looking for ways to help people.
- Writing – Communicating effectively in writing as appropriate for audience needs.

Minimum Qualification Requirements

Applicants for positions in this class must be currently enrolled students in a degree program at an accredited educational institution, as determined by the Iowa Department of Administrative Services – Human Resources Enterprise.

Notes

This job classification is used exclusively for paid internship appointments as part of the internship development program.

Effective date: 01/18 WSM