



POSITION TITLE: Management Intern

COMPENSATION:

Anticipated Starting: ~ \$20 +/- DOQ. This position is IMRF eligible.

POSITION SUMMARY:

This position assists the Village Hall management team members in a variety of projects and day-to-day activities, as part of a graduate-level program of study in public administration or closely related discipline. This position will work with other departments in the achievement of Village Administrator priorities and participate in the preparation of issue-related materials for meetings of the Village Board and advisory bodies of the Village. This position may also, at the direction of the Assistant to the Village Administrator and other Village Hall executive team members, be assigned and responsible for independent projects.

ESSENTIAL DUTIES:

- Conducts research on legislative or policy issues and presents reports and recommendations for consideration to the Assistant to the Village Administrator and/or the Village Administrator pertaining to general administrative functional and operational changes or improvements.
- Addresses customer service complaints, in person or by telephone, investigates issue and addresses requests/complaints in accordance with Village policies and regulations, and recommends appropriate action.
- Responsible for taking and resolving all franchise cable television and utility complaints.
- Provides clerical and reception assistance by processing mail, responding to telephone and walk-in inquiries, making referrals to appropriate personnel, providing assistance with filing, copying and document preparation and dissemination.
- Assists in the review and update of the Village's webpages.
- Assists in the preparation of recommendations and background information for the various meetings of the Village Board and advisory bodies of the Village.
- Drafts general Lake Villa specific information for grant submissions and disseminates to departments seeking grants. Monitors grant opportunities. Assists in gathering letters of support from local legislators or community members.
- May attend various Village Board, advisory body, and/or other community meetings, as necessary.

- Assists in the preparation of Village Board agenda packets.
- Performs other duties as assigned.

ESSENTIAL SKILLS, KNOWLEDGE, AND ABILITIES:

- Knowledge of the principals and practices of public and municipal administration, including basic principles of organization, management, budget preparation, research methods and techniques, risk management and human resources administration;
- Knowledge of local, state, and federal government organization and intergovernmental relations;
- Knowledge of the principles of communication, customer service and public relations.
- Ability to effectively communicate verbally, in person and over the phone, and in writing;
- Ability to effectively use organizational and time management skills;
- Ability to cope with numerous interruptions;
- Ability to address the general public tactfully and courteously, and to establish and maintain effective working relationships with other employees, public officials, petitioners/applicants, and the general public;
- Ability to work in a sitting position for extended periods of time;
- Ability to perform repetitive arm, hand, and eye movements and frequently bend, squat, kneel, stretch, and use hands and fingers to handle equipment to perform duties;
- Ability to occasionally lift and/or move at least twenty (20) pounds with or without assistance; and
- Ability to operate tools and equipment consisting of, but not limited to: personal computer, spreadsheet and word processing software, calculator, and copy machine.

EDUCATION AND EXPERIENCE:

Bachelor's degree from an accredited university, with acceptance and current participation as a full-time student in an accredited graduate program in public administration or closely related discipline. Valid driver's license or have the ability to obtain license prior to employment required.

Note: *This job description describes a general category of jobs. In order to meet the needs of the Village government or its departments, employees may be assigned other duties, in addition to or in lieu of any of those described below, and any duties are subject to change at any time.*