

TITLE: Intern

REPORTS TO: Program Director

LEARNING OBJECTIVES:

Developing the communication skills needed to respond to constituents. Applying the principles of learning and understanding methods involved in researching legislation for a Congressional Office. Skill development related to your major or an occupation; and/or general skills such as oral and written communication, critical thinking, organization, problem solving, decision making, leadership, interpersonal relationships, and technical. Learn and understand the logistics and components of event planning in a government setting.

CORE RESPONSIBILITIES:

- assist in performing research, process mail, data entry, reception duties, record keeping, filing and performing other related work as assigned.

QUALIFICATIONS:

Knowledge of:

- excellent oral and written communication skills;
- ability to work cooperatively and courteously with others;
- good organizational skills; and
- responsible, dependable and willing to learn;
- professional telephone manner;
- thoroughness and careful attention to detail;
- basic knowledge of Microsoft word, Excel and PowerPoint;
- ability to perform the job duties listed below.

Skill in:

- developing and maintaining effective working relationships with those contacted in the course of the work;
- maintaining accurate records and files;
- excellent research skills;
- business letter writing and the standard format for typed materials;
- familiarity in the workings of government;
- basic business data processing principles.

DUTIES:

- performs research (CRS, the Library of Congress, MIN, or other available resources);
- sorts and distributes mail;
- attends committee meetings, conferences, and seminars;
- performs data entry, which involves logging in letters and constituent requests, including names and addresses of constituents;
- answers the telephones;
- notes constituent opinions, including their full names, addresses, and all relevant information;
- greets visitors and signs for deliveries; and
- enters and retrieves data from an on-line computer system;
- handles casework assignments;
- log-in all incoming and outgoing mail and incoming telephone calls relating to casework;
- performs other duties as assigned by the Intern Coordinator/ Supervisor.

For more information on Illinois-based internships contact Alan Banks at (708) 679-0078 or alan.banks@mail.house.gov .