



POSITION DESCRIPTION

Position Title: Community Relations Intern

Reports to: Assistant Village Administrator

Status: Part Time, Temporary

Grade: 0

Hours of Work: Primarily regular dayshift office hours with some evening and weekend work as needed.

Statement of Duties

The Community Relations Intern will support the Village’s outreach efforts by assisting with public engagement initiatives, communication strategies, and event coordination. Key responsibilities include creating content for social media, newsletters, and press releases to inform residents about municipal programs, services, and events. The intern will help organize community events, attend public meetings, and gather feedback from residents to improve events. This role provides hands-on experience in government communications, public relations, and civic engagement.

Supervision

The employee works under general supervision of the Assistant Village Administrator and, at times the Community Relations team. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the guidelines or instructions. The supervisor maintains control by reviewing the work in progress or upon completion.

This position does not have supervisory duties.

Employee may have access to some confidential information such as contracts.

Job Environment

Work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions.

Work consists of the practical application of a variety of concepts, practices, and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation

and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish the work.

Position has constant interaction with co-workers, the general public, groups, and/or individuals such as civic leaders, peers from other organizations, representatives of professional organizations, and the news media.

Errors can result in missed deadlines, danger to public health/safety and jeopardize programs.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to, or extension of, the position.

Essential Functions

1. Assists with the coordination of events including: planning, set-up, on-site construction and execution of tasks, tear-down and clean up.
2. Assists in preparing and coordinating marketing of events.
3. Creates content for social media, newsletters, and press releases.
4. Responds to inquiries, requests, or complaints from the public, works to resolve problems, or refers individuals to the appropriate person or department for assistance.
5. Proofreads documents, maintains and updates database information.
6. Performs analysis and research for special projects, as needed.
7. Performs similar or related duties as assigned.

Physical and Mental Requirements

Intern works in a moderately loud office environment and is required to sit, use hands, stand, walk, talk, and listen while performing duties. Some outdoor work is required. Some duties may involve on-site activities necessary to set-up and tear-down for special events. Normal vision is required for this position. Equipment operated includes office machines and computers.

Duties require minimal motor skills for activities such as moving objects, operating a switchboard, computer and/or most other office equipment, typing and/or word processing, filing, sorting, working with hand tools such as a hammer, screwdriver, or shovel, and operating a motor vehicle.

Duties generally do not present occupational risk with only occasional exposure to risk or stress. Minor injury could occur, however, through employee failure to properly follow safety precautions or procedures. Examples of injury include minor bruises from falls, minor cuts or burns, or minor muscular strains from lifting or carrying heavy equipment or materials.

Education and Experience

A candidate for this internship should currently be enrolled in related college level courses. A valid Illinois Drivers License is required.

Special skills required: Strong customer service and organizational skills; ability to multi-task; strong verbal and written communication skills.

Knowledge, Skills and Abilities

A candidate for this internship should have knowledge of the following:

- Modern office practices and procedures
- Working knowledge of municipal operations

Skill in:

- Communication, customer service and organization
- Use of computer software programs and office applications (Word, Excel, Canva, Publisher)

And the ability to:

- Prioritize and perform multiple tasks in a detailed and accurate manner
- Prepare accurate reports and correspondence
- Interact tactfully with the public and co-workers