

CITY OF PROVIDENCE - INTERNSHIP OPPORTUNITIES

Art, Culture + Tourism – Internship Program

The City of Providence Department of Art, Culture + Tourism (AC+T) ensures the continued development of a vibrant and creative city by integrating arts and culture into community life while showcasing Providence as an international cultural destination.

AC+T interns provide support for Department programs and services. AC+T is the central clearinghouse for arts-related activity for the City of Providence, producing or co-producing numerous events throughout the year (including the Neighborhood Performing Arts Initiative, BankRI Independence Day Celebration, the Providence International Arts Festival, the summer Waterplace Park Concert series, and exhibitions in the Gallery at City Hall), providing technical assistance and permitting for special events and filming within the City, facilitating creative placemaking projects, administering arts research studies, and driving cultural tourism events.

Duties may include:

- Assistance preparing venues for events
- Planning, managing, and staffing special events and programs
- Acting as ambassador to attendees, performers and visitors participating in our programming
- Data entry to maintain the online arts calendar (artsnowri.com)
- Social media posting/outreach
- Aiding AC+T staff in data collection, research, and/or documentation
- General office work

Skills required:

- Passion for Providence's arts, culture and creativity
- Ability to work independently and to retain enthusiasm and good humor in an exciting but busy work environment
- Experience or demonstrated interest in engaging diverse communities
- Excellent organizational skills
- Proficiency in Microsoft Office or comparable program suite
- Conversational Spanish a plus

Detailed information about the programs and services AC+T provides is available at <http://pvd.me/4J6>.

Board of Canvassers- Intern for Administrator of Elections

Internship Description:

The Mayoral Internship program is designed to provide students with a passion for public policy and government administration with an opportunity to gain meaningful work experience that benefits their future career development. Those selected to participate will work closely with Mayor's Office Executive staff and across city departments to make lasting and tangible contributions to the City of Providence.

All interns are treated as team members and will perform a variety of tasks ranging from election research, interacting with voters, managing and recruiting polling officials, planning and running voter registration drives, along with many other critical tasks. Placement assignments are made based on both the needs of the Board of Canvassers and the intern's expressed interest.

Students must be willing to travel to Providence City Hall for a minimum of twice a week for 10-15 hours. City Hall is located at 25 Dorrance Street, Providence, RI 02903. At the close of the internship, each student will leave with a portfolio of work completed throughout their work experience. Students should be ready to work in a professional environment and be comfortable working both independently and in a team setting. This is an unpaid internship for academic credit or resume experience.

Specific Responsibilities Include:

- Preparing and sorting documents for training courses and voter registration drives
- Researching election information locally and nationally
- Making cold calls
- Using Microsoft Office, Word, Excel to update database records
- Managing poll workers

Position Skills/Qualifications Required:

- Excellent organizational, administrative, and time management skills
- Exceptional written, verbal, analytical, and research skills
- High attention to detail
- Strong computer literacy, proficiency with Microsoft Office
- Applicants must be current students
- Must be able to work in a fast paced environment

**Department of Public Works – Engineering Division:
Document Preservation/Database Architect Intern**

Internship Description:

The Mayoral Internship program is designed to provide students with a passion for public policy and government administration with an opportunity to gain meaningful work experience that benefits their future career development. Those selected to participate will work closely with the Department of Public Works staff and across city departments to make lasting and tangible contributions to the City of Providence.

All interns are treated as team members and will perform a variety of tasks ranging from scanning historic road, sewer, bridge and development plans, database design, electronically indexing/cataloguing plans and document preservation. Placement assignments are made based on both the needs of the Mayor's Office and the intern's expressed interest.

Students must be willing to travel to the Providence Department of Public Works for a minimum of twice a week for 10-15 hours, located at 700 Allens Avenue, Providence, RI 02905. At the close of the internship, each student will leave with a portfolio of work completed throughout their work experience. Students should be ready to work in a professional environment and be comfortable working both independently and in a team setting.

Specific Responsibilities Include:

- Work with staff to develop and implement a plan to digitize and electronically catalogue historic plans.
- Create a user friendly indexing database with internet interface ability and search criteria with the ability to interact with ESRI ArcGIS
- Georeference scanned plans using ESRI ArcGIS
- Identify and prioritize documents for scanning
- Advise users on how to best access and use archived records
- Perform necessary document repairs

Position Skills/Qualifications Required:

- Excellent organizational, administrative, and time management skills
- Exceptional written, verbal, analytical, and research skills
- High attention to detail
- Strong computer literacy, proficiency with Microsoft Office and ESRI ArcGIS is a plus
- Read and interpret basic engineering and architectural plans
- Applicants must be current students

Department of Public Works – Engineering Division: GIS Intern

Internship Description:

The Mayoral Internship program is designed to provide students with a passion for public policy and government administration with an opportunity to gain meaningful work experience that benefits their future career development. Those selected to participate will work closely with the Department of Public Works staff and across city departments to make lasting and tangible contributions to the City of Providence.

All interns are treated as team members and will perform a variety of tasks ranging from geographically indexing/cataloguing plans, scanning historic road, sewer, bridge and development plans, database design, perform mapping and analysis using ArcGIS. Placement assignments are made based on both the needs of the Mayor's Office and the intern's expressed interest.

Students must be willing to travel to the Providence Department of Public Works for a minimum of twice a week for 10-15 hours, located at 700 Allens Avenue, Providence, RI 02905. At the close of the internship, each student will leave with a portfolio of work completed throughout their work experience. Students should be ready to work in a professional environment and be comfortable working both independently and in a team setting.

Specific Responsibilities Include:

- Create maps using ArcGIS 10.x software
- Edit, update and maintain existing data
- Enter new map data by georeferencing scanned plans
- Create a user friendly indexing geodatabase with internet interface ability and search criteria
- Work outdoors to verify data, or collect new data using handheld GPS
- Work with staff to develop and implement a plan to digitize and electronically catalogue historic plans.

Position Skills/Qualifications Required:

- Excellent organizational, administrative, and time management skills
- Exceptional written, verbal, analytical, and research skills
- High attention to detail
- Strong computer literacy, proficiency with Microsoft Office is a plus
- Proficiency with ESRI ArcGIS
- Analytic skills to evaluate existing data for conversion to GIS
- Read and interpret basic engineering and architectural plans
- Applicants must be current students

Housing Court Prosecution Internship Opportunity City Solicitor's Office

Internship Description:

The Mayoral Internship program is designed to provide students with a passion for public policy and government administration with an opportunity to gain meaningful work experience that benefits their future career development. Those selected to participate will work closely with Mayor's Office Executive staff and across city departments to make lasting and tangible contributions to the City of Providence. Placement assignments are made based on both the needs of the Mayor's Office and the intern's expressed interest.

Students must be willing to travel to Providence City Hall for a minimum of twice a week for 10-15 hours. The Mayor's Office is located at 25 Dorrance Street, Providence, RI 02903. At the close of the internship, each student will leave with a portfolio of work completed throughout their work experience. Students should be ready to work in a professional environment and be comfortable working both independently and in a team setting.

Specific Responsibilities Include:

- Assist Housing Court Prosecutor in research and analysis of prosecution files to identify all outstanding judgments
- Collaborate with Housing Court Prosecutor to create tracking mechanism for abatement of building code, property maintenance, and minimum housing violations
- Work closely with the Law Department and the Department of Inspections and Standards to compile dataset of outstanding civil penalties related to violations of minimum housing standards
- Provide administrative support to Housing Court Prosecutor as needed to maintain integrity of prosecution files

Position Skills/Qualifications Required:

- Excellent organizational, administrative, and time management skills
- Exceptional written, verbal, analytical, and research skills
- High attention to detail
- Strong computer literacy, proficiency with Microsoft Office is a plus
- Applicants must be current students

Providence City Hall Internship Program

Mayor's Office - Department of Innovation

Internship Description:

The Mayoral Internship program is designed to provide students with a passion for public policy and government administration with an opportunity to gain meaningful work experience that benefits their future career development. Those selected to participate will work closely with Mayor's Office Executive staff and across city departments to make lasting and tangible contributions to the City of Providence.

Students must be willing to travel to Providence City Hall for a minimum of twice a week for 10-15 hours. The Mayor's Office is located at 25 Dorrance Street, Providence, RI 02903. At the close of the internship, each student will leave with a portfolio of work completed throughout their work experience. Students should be ready to work in a professional environment and be comfortable working both independently and in a team setting.

The Innovation Department's mission is to work with internal and external stakeholders to streamline the delivery of City services, promote public entrepreneurship, and to enhance citizen engagement. Innovation intern responsibilities may include: researching innovation and process improvement models from other communities, coordinating and scheduling brainstorm sessions with other municipal innovation initiatives, developing proposals for initiatives or to analyze programs, engaging community stakeholders and City staff, making presentations about innovation and/or process improvement initiatives, participating in the day-to-day operations of City government, and providing administrative support.

Specific Responsibilities Include:

- Work with various department staff to support process improvements efforts across all municipal departments.
- Supporting the department's efforts to train staff in LEAN Government processes and in facilitating 'Kaizen' events to evolve and improve priority processes.
- Developing community and staff engagement modules to generate new ideas and pilot new processes.
- Tracking effectiveness of innovations in city services.
- Giving citizens easy, real-time access to the data through Providence's Open Data Portal.
- Support the department's outreach efforts and promote citizen, customer, and partner engagement across the City.
- Support department efforts in digitizing payments and records.
- Standardizing customer service and employee recognition processes.

Position Skills/Qualifications Required:

- Enthusiasm for promoting innovation in government
- Interest in open data, customer service, and process improvement initiatives
- Strong work ethic and initiative,
- Effective oral and written communication skills,
- Experience in analysis and systems organization, and
- Ability to adapt to address priority needs.
- Knowledge of LEAN government processes a plus.

Incomplete applications will not be reviewed. A full application includes a cover letter, resume, and one letter of recommendation. All parts of the application will be evaluated equally when reviewing candidates for this position.

An Equal Opportunity/Affirmative Action Employer:

The City of Providence does not discriminate on the basis of Race, Ethnicity, Religion, National Origin, Gender, Gender Identity, Age, Veteran or Military Status, Marital Status, Sexual Orientation, Genetic Information or Disability.

Contact Information:

Stephanie Caress
Innovation Project Coordinator
Email: scaress@providenceri.gov

**Mayor's Office – Office of the COO/Finance Department
Finance and Tax Policy Intern**

Internship Description:

The Mayoral Internship program is designed to provide students with a passion for public policy and government administration with an opportunity to gain meaningful work experience that benefits their future career development. Those selected to participate will work closely across city departments to make lasting and tangible contributions to the City of Providence.

All interns are treated as team members and will perform a variety of tasks ranging from policy research and analysis, program development, and administrative tasks. Placement assignments are made based on both the needs of the respective office and the intern's expressed interest.

Students must be willing to travel to Providence City Hall for a minimum of twice a week for 10-15 hours. The Mayor's Office is located at 25 Dorrance Street, Providence, RI 02903. At the close of the internship, each student will leave with a portfolio of work completed throughout their work experience. Students should be ready to work in a professional environment and be comfortable working both independently and in a team setting.

This is an unpaid internship for the purposes of receiving academic credit.

Finance & Tax Policy Intern

Specific Responsibilities Include:

- Assisting in day-to-day operations of the Finance Department, including retrieving information, synthesizing data, maintaining files, and generating and reviewing fiscal reports;
- Working closely with the Chief Operating Officer and the Finance Department to analyze existing financial policies and practices;
- Conducting financial and tax policy research in order to explore policy ideas for Administration and identify areas for innovation and improvement;
- Applying mathematical and economic principals to proposed policy changes to ascertain financial implications; and
- Compiling and creating documents and graphics to convey findings.

Position Skills/Qualifications Required:

- Demonstrated interest in finance fields
- Excellent organizational, administrative, and time management skills
- Exceptional written, verbal, analytical, and research skills
- High attention to detail
- Strong computer literacy, proficiency with Microsoft Office including Microsoft Excel
- Applicants must be current students; Economics or Finance majors preferred

Mayor's Office- Intern for the Mayor's Center for City Services

Internship Description:

The Mayoral Internship program is designed to provide students with a passion for public policy and government administration with an opportunity to gain meaningful work experience that benefits their future career development. Those selected to participate will work closely with Mayor's Office Executive staff and across city departments to make lasting and tangible contributions to the City of Providence.

All interns are treated as team members and will perform a variety of tasks ranging from creating departmental outreach materials, working with members of the public and department directors to fulfill constituent service requests, and representing the Mayor's Center for City Service at community events. Placement assignments are made based on both the needs of the Mayor's Office and the intern's expressed interest.

Students must be willing to travel to Providence City Hall for a minimum of twice a week for 10-15 hours. The Mayor's Office is located at 25 Dorrance Street, Providence, RI 02903. At the close of the internship, each student will leave with a portfolio of work completed throughout their work experience. Students should be ready to work in a professional environment and be comfortable working both independently and in a team setting.

Specific Responsibilities Include:

- Create departmental outreach material
- Assist MCCA staff with coordinate outreach activities
- Review service request data to identify trends and patterns
- Interact with constituents via telephone and in person

Position Skills/Qualifications Required:

- Excellent organizational, administrative, and time management skills
- Exceptional written, verbal, analytical, and research skills
- High attention to detail
- Strong computer literacy, proficiency with Microsoft Office is a plus
- Applicants must be current students

Mayor's Office- Office of the LGBTQ Liaison

In June 2015, the Mayor appointed an LGBTQ Liaison, designated gender neutral bathrooms in municipal buildings, and announced that the City's health care plan would extend coverage for transition-related health care services including gender reassignment surgery, hormone replacement therapy, and behavioral health services. The Office of LGBTQ Liaison, housed within the Office of the Mayor, is tasked with prioritizing efforts to expand equality and serving as a resource for LGBTQ residents in Providence.

Selected interns will work towards making city government inclusive and welcoming for all employees and residents, regardless of sexual orientation, gender identity, or expression. All interns are treated as team members and will perform a variety of tasks ranging from policy research and analysis, program development, drafting memorandums and briefing materials, community outreach and education, and administrative tasks. Internship placements are made based on both the needs of the office and the academic and professional interests of the intern.

Students must be willing to travel to Providence City Hall for a minimum of twice a week for 10-15 hours. The Mayor's Office is located at 25 Dorrance Street, Providence, RI 02903. At the close of the internship, each student will leave with a portfolio of work completed throughout their work experience. Students should be ready to work in a professional environment and be comfortable working both independently and in a team setting.

Specific Responsibilities Include:

- Researching best practices from other cities
- Proactively identifying events in the community to add to the Mayor/LGBTQ liaison's calendar
- Building and maintaining relationships with community leaders and constituent groups
- Reviewing the criteria in the Human Rights Campaign (HRC) Municipal Equality Index and tracking the City's successes
- Drafting policy memos
- Maintaining up to date contact information for key stakeholders
- Providing administrative support as needed

Position Skills/Qualifications Required:

- Demonstrated commitment to equality for the LGBTQ community
- Excellent organizational, administrative, and time management skills
- Exceptional written, verbal, analytical, and research skills
- High attention to detail
- Strong computer literacy, proficiency with Microsoft Office is a plus
- Applicants must be current undergraduate or graduate students
- Experience in organizing or public outreach a plus

Office of Sustainability - Data Management Internship

The City of Providence Office of Sustainability is looking for a talented and creative individual to be a part of a small team dedicated to reducing the environmental and economic impact of day-to-day City operations, and bringing sustainable solutions to all City residents around energy, water, waste, land use, food, and greenhouse gas emissions.

Tasks to include:

- Processing and analyzing City energy and water data entry using a variety of software platforms
- Gathering and assembling data for the City's greenhouse gas reduction programs
- Researching and reporting findings directly to the City's Director of Sustainability for other City conservation initiatives surrounding energy, water, recycling, transportation, land use and food
- Attending various committee meetings related to energy and sustainability, and presenting data and research findings to other committee members if requested
- Perform other tasks assigned by the Director of Sustainability, or the city's energy manager

The individual will gain experience in:

- Local-government procedures for tracking and analyzing energy use and cost in schools and municipal-use buildings
- How energy data can be used to target municipal facilities and infrastructure for energy-efficiency improvement
- How targeted research and data is used to drive local-government programs and policies
- Working directly with high-ranking city officials
- How to work with utility companies and other entities in acquiring sensitive data

The individual should:

- Possess basic to intermediate skills in: *Microsoft Excel, Word and PowerPoint*
- Show positive interest in driving environmental and social change
- Be punctual, and dress and behave in a manner appropriate for work in a government office

Mayor's Office- Communications/ Graphic Design Intern 2015 Fall Internship

Internship Description:

The Mayoral Internship program is designed to provide students with a passion for public policy and government administration with an opportunity to gain meaningful work experience that benefits their future career development. Those selected to participate will work closely with Mayor's Office Executive staff and across city departments to make lasting and tangible contributions to the City of Providence.

All interns are treated as team members and will perform a variety of tasks ranging from taking part in the design process, to gathering photos of the city, and learning various techniques in printing and creating government materials. Placement assignments are made based on both the needs of the Mayor's Office and the intern's expressed interest.

Students must be willing to travel to Providence City Hall for a minimum of twice a week for 10-15 hours. The Mayor's Office is located at 25 Dorrance Street, Providence, RI 02903. At the close of the internship, each student will leave with a portfolio of work completed throughout their work experience. Students should be ready to work in a professional environment and be comfortable working both independently and in a team setting.

Specific Responsibilities Include:

- Experience working with Providence City Departments to develop graphic design materials, both for print and electronic use, per request
- Experience participating and contributing in meetings regarding design and printing decisions
- Confidence and knowledge when interacting with departments and presenting design solutions
- Engagement with the Providence community through conducting photoshoots and gathering photos of festivals and the city

Position Skills/Qualifications Required:

- Enrolled currently in a B.F.A. program studying Graphic Design, Communications or Illustration
- Excellent oral, written and visual communication skills
- Proficient knowledge of Photoshop, Illustrator, Acrobat, InDesign
- Proficient knowledge of MS Office applications (Word, Excel, Powerpoint and Outlook)
- Demonstrated design skills and a willingness to learn
- Strong time management skills and the ability to independently manage projects to meet deadlines.
- Have understanding of photographic techniques and programs
- Strong attention to detail

Incomplete applications will not be reviewed. A full application includes a cover letter, resume, and one letter of recommendation. Candidates must also submit an online portfolio. The portfolio must include graphic design samples, as well as process shots and sketches. Photographs, or website design also a plus. All parts of the application will be evaluated equally when reviewing candidates for this position.

An Equal Opportunity/Affirmative Action Employer:

The City of Providence does not discriminate on the basis of Race, Ethnicity, Religion, National Origin, Gender, Gender Identity, Age, Veteran or Military Status, Marital Status, Sexual Orientation, Genetic Information or Disability.

Contact Information:

Theresa M. Agonia

Deputy Chief of Staff

Email: tagonia@providenceri.com

Providence City Hall Internship Program

Mayor's Office- Intern for Director of Partnerships and Development 2016 Fall Internship

Internship Description:

The Mayoral Internship program is designed to provide students with a passion for public policy and government administration with an opportunity to gain meaningful work experience that benefits their future career development. Those selected to participate will work closely with Mayor's Office Executive staff and across city departments to make lasting and tangible contributions to the City of Providence.

All interns are treated as team members and will perform a variety of tasks ranging from research and analysis, program development, drafting memorandums and briefing materials, community outreach and education, and administrative tasks. Placement assignments are made based on both the needs of the Mayor's Office and the intern's expressed interest.

The Director of Partnerships and Development is responsible for coordinating and furthering fund development across city government through federal, state, and private grants as well as corporate and other donor fundraising. Interns working with the Director will assist on development of grant proposals and other efforts to secure outside funding for a range of city initiatives.

Students must be willing to travel to Providence City Hall for a minimum of twice a week for 10-15 hours. The Mayor's Office is located at 25 Dorrance Street, Providence, RI 02903. At the close of the internship, each student will leave with a portfolio of work completed throughout their work experience. Students should be ready to work in a professional environment and be comfortable working both independently and in a team setting.

Specific Responsibilities Include:

- Assist in research and writing necessary for grant proposals
- Research on potential new funding opportunities
- Assist with fundraising campaigns for city initiatives
- Support grant proposals and other fundraising efforts of key city partners

Position Skills/Qualifications Required:

- Excellent organizational, administrative, and time management skills
- Exceptional written, verbal, analytical, and research skills
- High attention to detail
- Strong computer literacy, proficiency with Microsoft Office

Incomplete applications will not be reviewed. A full application includes a cover letter, resume, and one letter of recommendation. All parts of the application will be evaluated equally when reviewing candidates for this position.

An Equal Opportunity/Affirmative Action Employer:

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Contact Information:

Theresa M. Agonia
Deputy Chief of Staff
Email: tagonia@providenceri.gov

One Position Available: DIS Internship: Structures & Zoning Spring/Summer 2016

About the City of Providence's Department of Inspection & Standards:

Director: Jeffrey L. Lykins, R.A.

Building Official: Tony Carvalho, CBO

Deputy Director: Kevin W. Mahoney

The **Department of Inspection and Standards** promotes the general health, safety, and welfare of the citizens of the City of Providence through the enforcement of adopted codes relating to buildings and properties. Each division works to assure adequate housing, towards eliminating blight, and with applicants in the permitting process to promote economic development and retain businesses. They regularly work with other City Departments in a coordinated effort to achieve this mission.

The department manages building construction permitting and ensures compliance with Building Codes and the Zoning Ordinance through its Structures and Zoning division. The Housing Division ensures that properties are maintained within the standards set forth by the State of Rhode Island Property Maintenance Code.

The Mechanical, Electrical, and Plumbing Divisions are subdivisions of Structures and Zoning.

Specific priorities for the Department include:

- Bringing together department heads and agencies to work towards a strong blight reduction program.
- Digitizing, in coordination with the Chief Information Officer and Department of Innovation, payments and records to give citizens easy, real-time access to online platforms which will allow them to manage, track, and pay for violations online.
- Reducing violations by developing community and staff engagement modules to generate new ideas and pilot new processes.
- Tracking effectiveness of innovative processes to recoup due costs from past code violations.
- Increasing engagement at the neighborhood level.

Job description: The Department of Inspection and Standards has an opening for one spring and/or summer internship to support the City's mission of reducing foreclosures and abandoned properties. Internships can be tailored both to support current initiatives and to meet the interns' academic interests.

Intern responsibilities may include: Researching code violations, identifying repetition, strategy development for preventative measures, documentation, collaboration with other departments within City Hall to develop improvement strategies as they may relate to DIS, and providing occasional administrative support.

Qualifications:

- Enthusiasm for promoting equality for the constituents of Providence.
- Interest in research, finance, zoning, the housing court system, and process improvement initiatives.
- Strong work ethic and initiative.
- Effective oral and written communication skills.
- Experience in analysis and systems organization
- Ability to adapt to address priority needs
- Ability to work independently.

Interns report to the Kevin Mahoney, Deputy Director, and work closely with the Department of Inspection & Standards.

City Hall Welcome Desk Internship Description

Scope of Welcome Desk Attendant Internship

The main responsibility of a welcome desk attendant is to provide City Hall patrons with assistance. Welcome Desk attendants make the first impression for visitors to City Hall. It's important that you be able to work well under pressure and maintain a consistently pleasant and professional personality when communicating with the public. Responsibilities range from providing verbal instruction to a City Hall-based department to giving tours around the building.

Working at the Welcome Desk for city hall can be quite rewarding. You get to meet people from different walks of life and stay busy at all times. Students must be willing to travel to Providence City Hall for a minimum of twice a week for a total of 10-15 hours. If you want to work as a front desk clerk, you will be interested in the following job duties that are part of the job:

- Greet visitors and constituents as they arrive
- Provide visitors and constituents with directions around city hall
- Direct visitors and constituent to other city buildings and state agencies
- Manage and update accurate tracking records of all visitors and constituents
- Answer queries regarding the history of the building and provide tours to visitors
- Refer visitors and constituents to appropriate departments to resolve complaints or provide suggestions
- Communicate effectively with other members of the staff and maintain a professional attitude even in the face of challenges
- Restocking any brochures or commonly used forms in the front desk area or in the snack room
- Additional tasks to provide support to the Mayor's Center for City Services Staff for constituent needs

Position Skills/Qualifications Required:

- Excellent organizational, administrative, and time management skills
- Exceptional written, verbal, and analytical skills
- High attention to detail
- Strong computer literacy, proficiency with Microsoft Office is a plus
- Applicants must be current students
- Must be able to work in a fast paced environment

Contact Information:

Adolfo Bailon
Director, Mayor's Center for City Services
Email: abailon@providenceri.gov

Office of Providence Mayor Jorge Elorza: *Mayor's Center for City Services*
Constituent Support Coordinator

Position Description

Interns who are accepted for this position will work in the Mayor's Center for City Services as part of the Constituent Representative team. This position is divided into three major responsibilities.

First, applicants will spend time staffing the **City Hall Welcome Kiosk**. This involves liaising with constituents in real time as they enter City Hall seeking direction, support, and advocacy. In order to better serve the constituent, this position entails learning about City Hall and the various departments, initiatives, and resources that come from the City of Providence. Kiosk support members also help track the type and frequency of requests that come into City Hall.

Second, applicants will participate in **Constituent Services** work. This entails staffing the Mayor's Center for City Services to support walk-ins and phone calls. This portion of the position entails learning about "Public Stuff," an online management tool used to track constituent requests across the city. This also includes supporting general administrative work inputting files, tracking various day-to-day statistics, and other duties.

Finally, if time permits (for interns working more than 6 hours), **Special Projects** will be assigned as needed and in line with an intern's particular area of interest and experience. Project examples include special events, marketing, data/assessment, and systems management.

Position Requirements

- Must be able to work a minimum of 6hrs per week either in one big block (6 hours) or two blocks (1 two hour shift and 1 four hour shift).
- Attention to detail and high organizational skills
- Time management skills
- Experience working in customer service is preferred
- Strong skills with basic computer functions and email etiquette
- Can manage multiple projects and job functions at once
- Spanish speaking is not required but preferred

About Mayor's Center for City Services

The Mayor's Center for City Services seeks to align the needs of constituents (residents, businesses, workers, and visitors) with a wide variety of city services provided by departments across Providence. From the time a request or idea is submitted, MCCA serves as an advocate for a constituent throughout the life cycle of their request. MCCA maintains relationships with departments across the city and the overall initiatives and opportunities of the Mayor so that a constituent can be served in the most streamlined and effective manner.

Apply

Interested applicants should send a resume and cover letter to MCCA@providenceri.gov with the subject: "Internship: First Initial, Last Name"

An Equal Opportunity/Affirmative Action Employer:

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Department of Public Safety

Emergency Management + Office of Homeland Security

Internship Description:

The Providence Emergency Management Agency (PEMA) is charged with protecting the community by coordinating and integrating all activities necessary to build, sustain and improve community resilience.

The internship is designed to offer students both practical experience in all phases of emergency management and skill building in municipal government. Particular areas of focus include mitigation, preparedness, response and recovery. Interns will gain valuable experience in emergency management, crisis communications, and executing and planning multi-jurisdictional initiatives guided by an all hazards approach.

Students must be willing to travel to PEMA for a minimum of twice a week for 12 to 15 hours. PEMA is located at 591 Charles Street, Providence, RI 02904. At the close of the internship, each student will leave with a portfolio of work completed throughout their work experience. Students should be ready to work in a professional environment and be comfortable working both independently and in a team setting.

Specific Responsibilities Include:

- Work with staff to develop and implement plans.
- Aid staff in research, data collection and/or documentation.
- Support department efforts to train city staff and public private partners.
- Support outreach efforts including social media engagement.
- Complete general office work.

Position Skills/Qualifications Required:

- Excellent organizational, administrative, and time management skills.
- Exceptional written, verbal, analytical and research skills.
- Strong computer literacy, proficiency with Microsoft Office or comparable office suite.
- Applicants must be current students pursuing studies in emergency management, homeland security, disaster management, or related programs.

Incomplete applications will not be reviewed. A full application includes cover letter, resume, and completion of ICS 100, 200, 700 & 800 courses. Please note that as part of the application, PEMA will conduct a background check.