



## City of Boardman Internship

Duration:	2026-2027 School Year (Semester 1 and/or Semester 2)
Job Title:	Customer Service Assistant
Supervisor:	City Clerk, City Manager
Regular Hours:	5-15 hours a week
Schedule:	Flexible schedule Monday-Friday 8:00 a.m. – 5:00 p.m.

### **OVERALL PURPOSE AND OBJECTIVE OF THIS POSITION:**

The purpose of this internship is to introduce the student to customer service, the office environment, and to the current workforce programs at the City of Boardman. During the internship the student will be building relationships with the community and city partners.

### **GENERAL STATEMENT OF DUTIES:**

Interns in this position assist with the clerical operations in City administration. The position will provide records management and document support assistance such as document scanning, filing and archiving, assist in monthly bill prep, bulk mailing prep, and other duties as requested. The intern will also answer the telephones, respond to and assist the public, and direct issues to the appropriate department. The intern in this position will work closely with the office staff at City Hall. This is a public records management and customer service position.

### **SUPERVISION RECEIVED:**

This position is supervised by the City Clerk or City Manager for general direction and is expected to fulfill regular duties independently and as directed.

### **KEY PERFORMANCE AREAS:**

An intern holding this position is expected to carry out the following tasks. Other tasks may be added or required as needs change.

1. Answers the telephone in a courteous and timely fashion and route calls to pertinent department or employee.

2. Maintains records and documents as directed, including records and documents of all City departments as assigned.
3. Files and/or scans documents as required.
4. Responds to customers, answers questions, and provides information in person, over the telephone, and written correspondence.
5. Performs other duties as assigned.

**BASIC KNOWLEDGE OF:**

Microsoft Word and Excel

**SKILL IN AND ABILITY TO:**

The intern in this position must be able to handle multiple tasks and deal with the general public in a courteous fashion, exemplifying good customer service. The intern must have strong attendance and a good work ethic background. The intern must also be able to manage functions as assigned and be very well organized.

**APPLICATION PROCESS:**

Application portal opens March 2nd, 2026, and application materials are required no later than April 3rd, 2026. Please provide an application packet of required information in this order:

- Cover Letter
- Resume
- High School Intern Application