



GOVERNOR KATE BROWN



## Office of Constituent Service Internships (volunteer/unpaid)

### Office of Governor Kate Brown

The Governor's Office is currently seeking passionate interns who are interested in public service to join the Constituent Services team. This unique opportunity provides a chance to gain academic and professional experience through gathering opinions about issues important to Oregonians, documenting concerns, and connecting constituents to crucial state services. Our goal is to provide our interns with a distinct understanding of the inner workings of state government and how our interns can contribute to improving the State of Oregon.

#### Who are you?

- 18 years or older.
- Have strong individual initiative, work ethic, and communication skills.
- Have the ability to handle and participate in confidential work.
- Are dedicated to providing excellent customer service
- Able to commit a minimum of 10 hours a week.

#### Primary Responsibilities

- Working Mail (delivering, reading and responding to mail)
- Listening to Voicemail
- Callback
- Data entry into constituent database
- Front desk reception (when office is open)
- Follows safety protocols. Required judgement in determining appropriate course of action.

#### Preferred Skills

- Strong writing skills, attention to detail, and interpersonal abilities.
- Knowledge of basic office automation – copying, scanning, printing, phones, etc.
- Computer skills – typing, data entry, email, internet browsing, knowledge of Microsoft Office functions.
- Great at time management.
- Ability to work with the public, who at times may be angry or hostile, in a positive and accurate manner with patience.

**Office Environment:**

The office is mostly teleworking due to the pandemic, but these intern positions will require some in-person hours in the Salem Office for training and processing mail. We follow COVID-19 guidelines and require masks, social distancing and gloves when processing the mail.

Fast paced office environment with multiple competing projects and tasks. Exposed to adverse situations and could interact with angry or hostile individuals.

**Application Guidelines/Contact:**

1. Resume that clearly demonstrates your experience and/or education.
2. Cover letter describing your interest, why you want to intern in the Governor's Office, and how you possess the preferred skills. No more than two pages.
3. Email documents to: [suzanne.john@oregon.gov](mailto:suzanne.john@oregon.gov)

- Please include "Constituent Services Internship" in the subject line of your email
- Please ensure your document titles contain your name - i.e. "Résumé Jane Smith"

**THE OREGON GOVERNOR'S OFFICE IS AN EQUAL OPPORTUNITY, AFFIRMATIVE ACTION EMPLOYER COMMITTED TO WORKFORCE DIVERSITY.**

**About the Office of the Governor:**

The Governor is vested with the executive power of the state, charged with faithful execution of the laws, and responsible for providing leadership, planning, and direction for the Executive Branch of state government. She has authority to appoint most department and agency heads within the executive branch, as well as members of nearly 300 policymaking, regulatory and advisory boards and commissions.

The Governor proposes the state's biennial budget to the Legislature, recommends legislation, and may also call special sessions. She reviews all bills passed by the Legislature and may veto measures she believes are not in the public interest.

The Governor chairs the State Land Board, which manages state-owned lands. She directs state government's coordination with local and federal governments, and is Commander-in-Chief of the state's military forces. The Governor is also the Superintendent of Public Instruction with oversight of the state's public K-12 education system.

The Governor appoints judges to fill vacancies in judicial offices, has extradition authority, and may grant reprieves, commutations, and pardons of criminal sentences.

**The Governor's Constituent Services Office** is generally the first point of contact for constituents who wish to communicate with Oregon's executive branch. Constituent Services staff provide resources and assistance for constituents who have complaints, problems, questions, ideas, and suggestions about state government. Staff collaborate with the Governor's policy advisors, communications team, and other Governor's office staff, noting issues in state government that need attention. The Constituent Services Office aims to treat all inquiries fairly, to examine each situation objectively, and to respond to Oregon's constituents in a clear and helpful way