POSITION 05: CUSTOMER SERVICE AND COMMUNICATIONS/MARKETING INTERN

Description
This position is shared between the Office of Communications and the Customer Service Clearinghouse.

Communications/Marketing
The Office of Communications has need for a summer Intern who has a strong ability to research, write, monitor and utilize social media, as well as compile data to aid the office in communicating accurately with the public and media. The ideal candidate will use various resources available within DDOT to include the DDOT library, Compendium, internal meetings, the internet and various related articles to produce timely and accurate materials. The outcome for the agency will be increased awareness of the mission, vision and goals of DDOT, allowing the organization to provide a high level of service and responsiveness to the media as well as internal and external stakeholders.

Deliverables: Press releases, Media Advisories, Newsletter, Video, Photography including uses of all relevant media.

Call Center Comparison Analysis
This project will collect information on workflow processes and technologies to deal with customer inquiries from other District agencies and other cities, as available, and compare them to those of the DDOT call center. The intern will then make recommendations on options to improve agency processes and on the integration of disjointed contact center systems. If time allows, the intern will also review 311 citywide data, processes, and technology methodologies.
2016 Research Internship Summer Program
Research, Development, and Technology Transfer Program

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Intern Skills:

- Research experience
- Strong AP writing skills
- Video shooting/editing
- Understands how to format and present data to senior management
- Ability to think independently
- Comprehensive computer skills, specifically in PowerPoint and Excel
- Enjoys thinking outside of the box
- Business acumen, detailed and organized
- A graduate student or upper class undergraduate would be most appropriate for this request.